



# Brockbanks

Solicitors

## Our Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to maintain and improve our standards.

As a practice, we have adopted the SRA definition of a complaint, and the Code of Conduct defines a complaint as being any expression of dissatisfaction that the complainant has suffered (or may do so) financial loss, distress, inconvenience or other detriment. If you have a complaint, contact us, preferably in writing, with the details.

If a conflict has arisen or the relationship has broken down, we will tell that this is the case and you may wish to take independent legal advice.

If we think you have reason to allege negligence on our part, then we have a duty to inform you. An allegation of negligence cannot be dealt with under this complaints procedure.

### What will happen next?

1. We will send to you a letter acknowledging your complaint and asking you to confirm or explain the details. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 working days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps:
  - We will pass your complaint to Trudy Hill\*, our client care supervisor, within seven days.
  - She will ask the member of staff who acted for you to reply to your complaint within seven days.
  - She will then examine their reply and the information in your complaint file. If necessary, she may also speak to them.
4. Ms Hill will then invite you to a meeting and discuss and hopefully resolve your complaint. She will do this within 21 days of sending you the acknowledgement letter.
5. Within 3 days of the meeting, Ms Hill will write to you to confirm what took place and any solutions she has agreed with you.

44 Duke Street, Whitehaven, Cumbria. CA28 7NP (Registered Office)  
Norham House, 71 Main Street, Cockermouth, Cumbria. CA13 9JS  
68 Curzon Street, Maryport, Cumbria. CA15 6DA  
4 Portland Square, Workington, Cumbria. CA14 4BH  
80 English Street, Carlisle, Cumbria. CA3 8HP

Tel: 01946 692194 Fax: 01946 62686 DX: 62902  
Tel: 01900 827222 Fax: 01900 827755 DX: 62807  
Tel: 01900 813488 Fax: 01900 815877 DX: 62832  
Tel: 01900 603563 Fax: 01900 601239 DX: 62851  
Tel: 01228 521383 Fax: 01228 818169 DX: 63031

### Also as Oglethorpe & Broatch Solicitors at:

6 Borrowdale Road, Keswick, Cumbria. CA12 5DB

Tel: 01768 772125 Fax: 01768 774678 DX: 62951



6. If you do not want a meeting or it is not possible, Ms Hill will send to you a detailed reply to your complaint. This will include her suggestions for resolving the matter, within 21 days of sending the acknowledgement letter.
7. At this stage, if you are still not satisfied you should contact us again. We will then arrange to review our decision. This will happen in one of the following ways:
  - Another director of the firm will review Ms Hill's decision within ten days.
  - We may invite you to agree to independent mediation within ten days. We will let you know how long this process will take.
8. We will let you know the result of the review within 14 days of receiving your request for a review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
9. If you are still not satisfied, you should contact:

Legal Ombudsman,  
PO Box 6806  
Wolverhampton  
WV1 9WJ

about your complaint. Any complaint to the Legal Ombudsman must be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

10. Alternative complaints bodies such as ProMediate ([www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. However, this firm's preference is to abide by the findings of the Legal Ombudsman.
11. If we have to change any of the timescales above, we will let you know and explain why.

*\* If your complaint relates to work conducted by Trudy Hill, then the above procedure will be followed, but your complaint will be handled by Sarah Fitzsimons who is also a Director within the firm.*