

# COMPLAINTS HANDLING POLICY

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need our clients to tell us about it. This will help improve our standards. Whenever possible, please raise any initial client care problems with the person acting on your case to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way.

If you are unhappy about any aspect of the service you have received, or about the bill, please contact us by post to our office at 34 High Street Warwick CV34 4BE, telephone 01926 491181 or email [choughton@moore-tibbits.co.uk](mailto:choughton@moore-tibbits.co.uk). We have a procedure in place which details how we handle complaints as follows:

1. We will send you a letter acknowledging receipt of your complaint in a timely manner and confirm the name of the person dealing with the complaint, enclosing a copy of this procedure. We will confirm that we have eight weeks in which to resolve it.
2. We will investigate your complaint. This will normally involve passing your complaint to our Christopher Houghton, who will review your matter file and speak to the member of staff who acted for you.
3. Once a thorough investigation has been completed, Christopher Houghton will either speak to you on the telephone, write to you, e-mail you or invite you to a meeting, whichever he may consider the most appropriate with his suggestions for resolving the matter in all the circumstances, to hopefully resolve the complaint.
4. Where a meeting takes place, Christopher Houghton will write to you to confirm what took place and any solutions he has agreed with you. If you do not want to come to a meeting or it is not possible to meet with you, Christopher Houghton will confirm his findings and suggestions as to the resolution of the complaint by post or e-mail.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Partner within the firm to review the decision.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. We would hope that this does not become necessary and that we can resolve matters between ourselves. Contact details are as follows:

PO Box 6167

Slough

SL1 0EH

☎ 0300 555 0333

✉ [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

🌐 [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint **and** within the following timescales:

- a) Six years from the date of the act or omission about which you are complaining occurring, **or**
- b) Three years from the date you should reasonably have known there were grounds for complaint.

If we have to change any of the above timescales we will let you know and explain why.

## Alternative dispute resolution

Alternative complaints bodies exist which are competent to deal with complaints about legal services should both you and our firm consent to use such a scheme. In the event that you wish to use an alternative complaint body you should advise us and we will then state if we agree.

## Complaints in relation to our account

The procedure above also applies to complaints arising concerning our account. There may also be a right to object to the account by applying to the court for an assessment of the account under Part III of the Solicitors Act 1974; The Legal Ombudsman may not consider a complaint about our account if you have applied to the court for assessment of that account.

## Raising concerns with our regulator

The Solicitors Regulation Authority (SRA) can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can find information about raising your concerns with the SRA at [www.sra.org.uk/consumers/problems/report-solicitor/](http://www.sra.org.uk/consumers/problems/report-solicitor/).

Last updated January 2025