

COMPLAINTS HANDLING PROCEDURE

Our Policy

We are committed to providing a high-quality service to all our clients, however, if something does go wrong, we need you to tell us about it.

Not only will this enable us to deal with your particular issue – it will help us to improve our standards.

Who can make a complaint?

Other than in certain limited circumstances, our complaints handling procedure is reserved for clients of the firm. Unless we have provided legal services to you as an individual, or to your business, you will not be able to complain through this procedure.

What can I complain about?

You may complain about any aspect of the service provided by JMW, including our fees. You should be aware that if you make a complaint about our fees, either through our internal procedure or the Legal Ombudsman scheme, we are not obliged to put your account on hold and may decide to take legal action to recover any outstanding fees.

Our Complaints Procedure

Where possible, we try to resolve concerns informally by suggesting that any issues you have are raised with the fee earner responsible for your matter or their supervisor. They will do their best to resolve matters.

When contacting us with any concerns, it helps if you set out your concerns in writing. This is not essential as you may prefer to discuss it over the telephone. Please note, however, that we will not deal with complaints through social media or review sites – this is for your protection to ensure client confidentiality.

If you are still unhappy after speaking to the fee earner, or are uncomfortable discussing any issues with them, you may raise a formal complaint under this procedure. In order to do this, please contact our Complaints Officer Miss Nazira Adam, who is available on 01204 939 679 or complaints@swiftlawyers.co.uk. Alternatively you can write to Nazira Adam with details of your complaint at Swift Lawyers, Commercial Union House, 42 Mawdsley Street, Bolton, BL1 1LF. The complaint will then be allocated to a Complaints Handler/Supervisor.

What will happen next?

We will send you a letter within 3 working days acknowledging receipt of your complaint, enclosing a copy of this procedure, and setting out the next steps.

Your complaint will then be investigated. This will involve reviewing your file and discussing your concerns with the fee earner who acted for you in order to establish what happened. We will then respond to you with the outcome of the investigation within 28 days.

At this stage, if you are still dissatisfied, then you should contact us again and we will arrange for an alternative manager to review the decision.

Following further investigation we will then write to you within 28 days of receiving your request for a further review confirming our final position on your complaint and explaining our reasons.

If you are still dissatisfied, you can contact the Legal Ombudsman about your complaint.

Ordinarily, you can ask the Legal Ombudsman to look at your complaint if it meets ALL three of the steps below:

- The complaint has not been resolved to your satisfaction within 8 weeks from the date it was made; or
- The Legal Ombudsman considers that there are exceptional reasons to consider the complaint sooner, or, without it having been made to the firm first; or
- where the Legal Ombudsman considers that resolution through our internal procedure is not possible due to a breakdown in the relationship between you and the firm.

You should also be aware that, when your complaint relates to a bill, the Legal Ombudsman will not consider your complaint while your bill is being assessed by a court. Legal Ombudsman contact details:

- Address: PO Box 6806, Wolverhampton, WV1 9WJ
- Telephone: 0300 555 0333
- Email: enquiries@legalombudsman.org.uk
- Website: www.legalombudsman.org.uk For further information regarding timescales and eligibility, please contact the Legal Ombudsman using the details above.