

# Rickerbys LLP

## Complaints-Handling Policy

### Introduction

We value all our clients and take complaints very seriously.

Speed is our top priority when handling complaints. We recognise that the longer the complaint is unresolved, the more irritated you may become - and understandably so.

All our staff are made aware of our procedures for handling complaints and should be open-minded, positive and understanding if you need to make a complaint.

Our complaints procedure is divided into three levels.

#### 1. Level One

Initially we hope that you will raise any difficulties with the member of our staff undertaking your work, either verbally or in writing. We hope that most problems or misunderstandings will be resolved at this level.

Staff receiving a complaint are required to complete a file note explaining the details of the complaint, what was said by both parties and the action taken. One copy of the file note will be retained on your file and a second copy will be forwarded to the member of staff's supervising partner.

#### 2. Level Two

If the complaint remains unresolved, the member of staff must immediately report the complaint to their supervising partner. You will be advised that this has been done.

The supervising partner will try to resolve the complaint informally and must notify the Client Relationship Partner (the partner with overall responsibility for your affairs) that a complaint has been received. The supervising partner and Client Relationship Partner will decide who should handle the complaint.

If the matter still cannot be resolved informally, the supervising partner or Client Relationship Partner will offer to refer your complaint to the Managing Partner, who is responsible for investigating formal complaints.

#### 3. Level Three

The Managing Partner, Anne Compton, is responsible for investigating formal complaints on behalf of the firm. If she is unavailable, or the complaint is against the Managing Partner, the Deputy Managing Partner, Derek Jones, will undertake this role.

Within two days of her receiving the complaint, the Managing Partner will write to you acknowledging your complaint and ask you to confirm or explain the details if you have not already done so. A copy of this procedure will be enclosed with the letter.

The Managing Partner will then investigate your complaint. This will normally involve reviewing your matter file and speaking to the member of staff acting on your behalf.

The Managing Partner may invite you to meet with her to discuss and, we hope, resolve the complaint. Any such invite will be sent to you within 14 days of sending you the acknowledgment letter.

If the Managing Partner meets with you, she will write to you within five days of the meeting confirming what took place and any solutions she has agreed with you.

If you do not want a meeting or it is not possible, she will instead send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter. The letter will confirm our position on the complaint and explain our reasons.

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

**4. Complaints to the Legal Complaints Service**

If you remain dissatisfied you can then contact the Legal Complaints Service at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire, CV32 5AE, about your complaint. Any complaints to the Legal Complaints Service must usually be made within six months of the end of our work for you or within six months of you finding out there was a problem. For further information you should contact the Legal Complaints Service on 0845 608 6565 or at [www.legalcomplaints.org.uk](http://www.legalcomplaints.org.uk).

**5. Complaints review**

The Managing Partner reviews complaints records regularly and reports to the firm's Management Board on all trends. It is our policy to address any underlying problems and, in this way, use complaints data to prevent future difficulties.

Our staff are regularly made aware of general complaints issues to remind them of how to handle complaints from clients and to raise awareness of issues that generate complaints.