

Globe Wareing Cropper Solicitors

COMPLAINTS PROCEDURE

- At the outset of any matter, when confirming the initial instructions, the client is told the name of the person with whom to raise any problems. This is always initially the fee earner dealing with the file.
- Mr David Globe is to be contacted if this does not resolve the problem. If the complaint is from one of Mr Globe's clients, the matter must be dealt with by Mr Michael Globe.
- The Client is to be invited to put details of their complaint in writing.
- The fee earner must acknowledge the complaint within 48 hours of receipt of the same.
- The fee earner should then provide a detailed response to the complaint (either orally or in writing as appropriate) within 5 working days of the sending the acknowledgement
- If the client is satisfied, this is noted on the file
- If the client remains dissatisfied, Mr David or Mr Michael Globe if appropriate, must be informed and given the details of the complaint together with a summary of the action that has been taken by the fee earner.
- Mr David or Mr Michael Globe will then review the matter and respond to the client (either orally or in writing as appropriate) within 5 working days of being notified that the client remains dissatisfied
- If you still remain dissatisfied or wish to raise other issues, please see below

SOLICITORS REGULATION AUTHORITY & LEGAL OMBUDSMAN

- The **Solicitors Regulation Authority** 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 raise your concerns with the Solicitors Regulation Authority by following this link <https://www.sra.org.uk/consumers/problems/report-solicitor> or follow the link from our website www.globesolicitors.com

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- The **Legal Ombudsman** can help you if we are unable to resolve any other complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.
- Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:
- Within six months of receiving a final response to your complaint
- and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.
- If you would like more information about the Legal Ombudsman, please contact them.

Contact details

www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.