

# E J WINTER & SON LLP SOLICITORS

## CLIENT COMPLAINT INFORMATION

### Policy

We take very seriously all expressions of dissatisfaction from our clients. This leaflet explains our procedures for handling complaints to ensure that each complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory resolution.

### Reporting & Investigation Responsibilities

Informal verbal complaints should be addressed to your lawyer in the first instance. If you are not satisfied with their proposals, then the matter should be taken up with the Complaints Partner. The name of that Partner will have been given in your initial client care letter, but if you are unable to locate this, you can ask your lawyer or a member of our support staff. If the matter cannot be resolved informally with your lawyer, it would assist investigations if you were to fully detail your concerns in writing so there is less room for misunderstanding your concerns and requirements.

### Response Times

Written complaints will be acknowledged within 7 working days of receipt whereby the name of the person responsible for handling the complaint will be confirmed. A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. In any case, we will always endeavour to provide a full response within 21 working days. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised.

### Further Review

If you are not satisfied with our substantive response, you may pursue your complaint further with us. We may then arrange for someone else in the firm to carry out a review of your complaint and our response. This review is likely to be carried out by the Managing Partner, if the Managing Partner did not carry out the initial investigation of your complaint. We will aim to carry out this further review and write to you with our further response within 15 working days (or explain the position to you, if this timescale cannot be met).

### Unresolved Issues

If, in the unusual event that we are unable to resolve the matter to your satisfaction, you are able to take the matter up with the Legal Ombudsman. The Legal Ombudsman is open from 8:30am until 5:30pm each weekday and the contact details are as follows:

- Address: Legal Ombudsman PO BOX 6806 Wolverhampton WV1 9WJ
- e-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- Telephone: 0300 555 0333 between 9am to 5pm
- Minicom: 0300 555 1777

If you wish to involve the Legal Ombudsman, you must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint from us. From 1 April 2023, the Legal Ombudsman also expects complaints to be made to them within 1 year of the date of the act or omission about which you are concerned or within 1 year of you realising there was a concern.

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 SRA at [Report a Solicitor](#)

### Management

All complaints (written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends. As necessary, we will implement corrective action in response to individual complaints and improvement measures.