

Fladgate LLP Complaints procedure

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact the partner with overall responsibility for your work, who will be named in our client care letter. If this does not resolve your complaint to your satisfaction or you do not wish to speak to him or her, please contact the Senior Partner of the firm, Stephen Lewis, slewis@fladgate.com. Mr Lewis will pass your complaint to Rachel Upton our Head of Claims and Debt Recovery.

What will happen next?

1. We will write to you, acknowledging your complaint and asking you to confirm or explain, where appropriate, the details of your complaint. You can expect to hear from us within two working days of us receiving your complaint.
2. We will record your complaint in our central register.
3. We will then start to investigate your complaint. This will involve one or more of the following steps.
 - a review of the relevant file;
 - discussion with the fee-earner(s) who acted for you.
4. We will, within 28 days from sending you an acknowledgement, investigate the complaint and respond fully in writing. We are also happy to discuss the complaint, if you wish, prior to our response.
5. Within two working days of any discussion, we will write to you to confirm what took place and any solutions we have agreed with you. Our final response will be sent within 14 days.
6. If you are still not satisfied, you can contact us again. We will then arrange to review our decision. Stephen Lewis, the Senior Partner

of the firm, will review your complaint within 15 working days and write to you.

7. If you are still not satisfied, you may contact the Legal Ombudsman (**LeO**), PO Box 6167, Slough, SL1 0EH. If you have a complaint about our bills, you may also make a complaint to LeO. More information about LeO can be found at www.legalombudsman.org.uk or by calling their helpline on 0300 555 0333.
8. Normally, you will need to bring a complaint to LeO within six months of receiving a final written response from us about your complaint and within one year from the date of the act or omission complained of or one year from the date when you should reasonably have known that there was cause for complaint. Not all clients will be entitled to have their complaint considered by LeO as the service is only available to individuals, some small businesses, charities, clubs and trusts. You should contact LeO direct to clarify whether you can bring a complaint to them. The current upper limit for compensation which LeO can award is £50,000.
9. Fladgate LLP is regulated by The Solicitors Regulation Authority. The Solicitors Regulation Authority can help you if you are concerned about our behaviour. More information about the Solicitors Regulation Authority can be found at www.sra.org.uk.