

Brady Solicitors Limited Complaints Handling 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.

If you have a complaint, please contact us in writing with the details. Your complaint must be addressed to our Complaints Officer, Colin Hussey. Colin is the person with overall responsibility for handling complaints. This can be done in writing to Brady Solicitors, 28 Regent Street, Nottingham, NG1 5BQ or by email to experience@bradysolicitors.com

We have **12 weeks to consider** your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will acknowledge receipt of your complaint within **5 working days of receiving it**, enclosing a copy of this procedure.
2. Your complaint will be investigated by the Head of Team in which the complaint has arisen. This will involve your file being reviewed, and they will also speak to the member of staff who acted for you. The Head of Team will report back to the Complaints Officer who will write to you **within 28 days** with our findings and outcome.
3. If they are unable to satisfactorily resolve your complaint, you can request an initial review and the matter will be passed to Colin Hussey, our Client Care Officer. The request must be in writing.
4. You will then be invited to a meeting to discuss and hopefully resolve your complaint. This will be done **within 14 days of receiving your written request**.
5. Within **3 days of the meeting**, we will write to you to confirm what took place and any solutions that were agreed with you.
6. If you do not want a meeting or it is not possible to have one, we will send you a written review of your complaint, including suggestions for resolving the matter, **within 21 days of us being aware** that the meeting will not take place.
7. At this stage, if you are still not satisfied, you should contact us again. We will arrange for a final review of the matter by Clare Brady who is a solicitor and Managing Director of the company.
8. We will write to you **within 14 days of receiving** your request for a final review, confirming our final position on your complaint and explaining our reasons.
9. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint

Legal Ombudsman
PO Box 6806
Wolverhampton WV1
9WJ

Normally, you will need to bring a complaint to the Legal Ombudsman www.legalombudsman.org.uk within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk