

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

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 then write to you **within 28 days** with our findings and outcome.
3. If they are unable to satisfactorily resolve your complaint, you can then request a further review of your matter by Colin Hussey. Once Colin has completed her investigation, she will invite you to a meeting to discuss the issue(s) you have raised and hopefully resolve the complaint. This meeting will take place within 14 days of your request for a review. Within **3 days of the meeting**, we will write to you to confirm what took place and any solutions that were agreed with you.
4. If you do not want to or are unable to attend a meeting, then Colin will send you a detailed, written response, including his proposed solution, within 14 working days of your request for a review.

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.

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.

We have eight weeks to consider your complaint. If for any reason we are unable to resolve the problem between us within that timeframe, then you may ask the Legal Ombudsman to consider the complaint.

The Legal Ombudsman is an independent complaints body who can investigate complaints about the legal service you have received from us.

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 our final response to your complaint and
- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

The Legal Ombudsman's contact details are: -

Telephone: 0300 555 0333 Minicom: 0300 555 1777

Website: www.legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

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. Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).