

Darton Law Ltd
Complaints procedure

A formal complaint may be made orally to any person other than the relevant Fee Earner or in writing concerning the professional services of the Firm. A formal complaint will be dealt with as follows:

- a. The person initially receiving the complaint will immediately inform the Fee Earner having conduct, or in his/her absence, any other Fee Earner having appropriate responsibility.
- b. The Fee Earner will immediately inform a Director of the complaint. An acknowledgement in writing will be forwarded to the complainant.
- c. A Director shall investigate the matter and reply as appropriate. Where the cause of the problem is identified he shall offer any appropriate redress and correct any unsatisfactory procedure as appropriate.
- d. If the complaint is against a Director, then another Director will take the responsibility for investigation and reply. If another Director is not available, an alternative Fee Earner will take the responsibility for investigation and reply.
- e. The response to the complainant will remind him/her of his/her right to take the matter to the Solicitors Regulation Authority (SRA), The Cube, 199 Wharfside Street, Birmingham, B1 1RN (Tel 03706062555)
- f. A complaint through the SRA will immediately be referred a Director.
- g. The complainant will be informed that we have a procedure for dealing with complaints and can provide a copy of that procedure on request. He/she will be informed that he would have recourse through the 'Legal Ombudsman', PO Box 6806, Wolverhampton, WV1 9WJ (Tel 0300 555 0333) whose website can be found at www.legalombudsman.org.uk. The time frame for contact with this ombudsman is within 6 months of client's last contact with us.
- h. A complaint will be appropriately addressed by a Director of the firm and, if not resolved informally, will be fully investigated with a response to the complainant within 8 weeks of receipt of the complaint.

The firm will keep a central record of complaints investigation and replies. Mr Flick (complaints handler) will review every complaint and where a procedural fault is found, take steps to correct the fault and periodically review the complaints file to establish trends and take corrective action as appropriate. The Directors will conduct an analysis and review of complaints at least annually