

CROWLEY & CO. COMPLAINTS POLICY

1. We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right, so if something has gone wrong, we need you to tell us about it. This will help us improve our standards.

2. How do I make a complaint?

2.1 If you have tried to resolve your problem with the Fee Earner concerned and don't feel satisfied you can contact us in writing (by letter or email) and send it to Mr Mark Crowley, Oxford House, 10-16 Vere Street, Roath, Cardiff CF24 3DS, and whose email is mark@crowleysolicitors.co.uk and contact number 02920458895.

2.2 To help us understand your complaint, and in order that we do not miss anything, please provide us with the following information:

- 2.2.1 your full name and contact details
- 2.2.2 the nature of your complaint
- 2.2.3 what you hope to achieve as a result of your complaint
- 2.2.4 your file reference number

3. How will you deal with my complaint?

3.1 We will record your complaint centrally.

3.2 We will write to you within three working days acknowledging your complaints.

3.3 We will investigate your complaint. This will usually involve:

- 3.3.1 reviewing your complaint
- 3.3.2 reviewing your file and other relevant documents, and
- 3.3.3 speaking with the person who dealt with your matter

We may also need to ask you for further information or documents. If so we will ask you to provide the information within a specific period of time.

3.4 We will update you on the progress of your complaint at appropriate times.

3.5 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

3.6 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgment.

4. What if I am not satisfied with the outcome?

4.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will again review the matter.

4.2 If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact them on the following:

4.2.1 by post at PO Box 6806, Wolverhampton WV1 9WJ

4.2.2 by telephone on 0300 555 0333

4.2.3 by email: enquiries@legalombudsman.org.uk

4.3 You must usually refer your complaint within six months of our final written response to your complaint and within six years of the act of omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on their website: www.legalombudsman.org.uk

5. What will it cost?

5.1 We will not charge you for handling your complaint.

5.2 The Legal Ombudsman service is free of charge.