

ANGEL WILKINS LLP

CLIENT COMPLAINTS

POLICY

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1 POLICY STATEMENT

Angel Wilkins LLP is committed to providing a high-quality legal service to all our clients. Whenever possible, please raise any initial client care problems with the person acting on your matter to give them the opportunity of resolving matters with you. Often matters can be quickly resolved in this way.

2 OUR COMPLAINTS PROCEDURE

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case on a day-to-day basis, please contact the Supervising Partner with overall responsibility whose details will have been given to you in our Terms of Engagement Letter.

Please contact us as soon as you are aware of the problem so that this can be addressed. This should be in writing or by email.

2.1 WHAT HAPPENS NEXT

- a) We will write to you acknowledging receipt of your complaint within five working days of our receiving the complaint, enclosing a copy of this procedure and advising who will be dealing with your complaint and the timescales involved.
- b) We will then investigate your complaint. This will involve passing your complaint to the Supervising Partner who will review your matter file and speak to the member of staff who acted for you.
- c) We believe that all complaints should be dealt with as soon as possible consistent with the availability of the person about whom the complaint has been made and the complexity of the matter. We aim to respond fully either by letter, email or by way of a meeting with you within 10 working days from our acknowledgement of your complaint.
- d) If following this procedure, you are still not satisfied then your complaint will be referred to Neil Angel if the complaint lies with our Swindon Office or Amanda Wilkins if the complaint lies with our Wantage Office. Neil and Amanda are the firm's client care partners. Once referred, you will be contacted in writing within a further five working days with a timescale within which we aim to resolve matters.
- e) If the outcome is still not satisfactory, you can ask the Legal Ombudsman to consider your complaint. We hope that this is not required at any point but should you need to do so, the Legal Ombudsman's contact details are:

Address: PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within the following timescales:

- no later than one year from the date of the act or omission about which you are complaining occurring; or
- no later than one year from the date you should reasonably have known there were grounds for complaint.

If we have to change any of the timescales above, we will let you know and explain why.

2.2 COMPLAINTS IN RELATION TO BILLS

The complaints procedure above also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; the Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for assessment of that bill.

2.3 COSTS

We will not charge you for handling your complaint.

The Legal Ombudsman service is free of charge.