



Complaints Policy

1. 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 and we will try and assist. This will help us to improve our standards.

2. Complaints Procedure

If you have a complaint, please raise your concern in the first place with the member of staff dealing with your case. If you then still have queries or concerns please contact our Complaints Partner, Matthew Cook by either: telephone (01752 388883); fax (01752 388884); letter; or e-mail: matt.cook@brightllp.co.uk . If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why.

We ask that clients set out the details of their complaint in writing in the first instance (email is fine) as this then provides an accurate and clear record of the matters that you may have issue with for us to investigate.

3. What will happen next

- 3.1. Within three days we will acknowledge your complaint and ask you to confirm or explain any details. We generally require all complaints to be provided in writing (by email is fine) and as such if your complaint has been raised verbally then we may request you to confirm details in writing.
- 3.2. We will then record your complaint in our central register. We will investigate your complaint by examining the relevant file and speaking to the member of staff who acted for you.

- 3.3. After carrying out our investigation we will then write to you with our response in respect of your complaint. If appropriate we will ask you to a meeting to discuss and hopefully resolve your complaint in person, failing this we will deal with the matter in writing and/or by telephone. We would hope to be in a position to provide our initial response to you within 21 days of sending the acknowledgement letter/email. At this stage we would provide any suggested outcomes or actions to be undertaken by you or us. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
- 3.4. If our response to you is not agreeable then we require you to set out your views on the situation and any redress you feel to be appropriate. We will then undertake a review of these and will respond.
- 3.5. At this stage, if you are still not satisfied, please let us know. We will confirm our final position on your complaint and explain our reasons. You should then address your complaint with the Legal Ombudsman.
- 3.6. Any complaint to the Legal Ombudsman must be made:
- 3.6.1 within six years of the problem occurring about which you want to complain; or
 - 3.6.2 within three years of you finding out about the problem about which you want to complain; or
 - 3.6.3 within six months of the date of our final decision on your complaint.

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at www.legalombudsman.org.uk.

