

## **ELBORNE MITCHELL LLP**

### **COMPLAINTS RESOLUTION PROCESS**

*“You” or “your”* refers to the Client.

*“The LLP”* refers to Elborne Mitchell LLP.

Complaints resolved by the LLP’s complaints procedures are free of charge.

The LLP seeks to resolve complaints promptly and where one arises you will be invited to speak to the Matter Partner. Arrangements will be made for that telephone call (or meeting) to take place.

If you do not wish to have your complaint dealt with by telephone or in a meeting, then you should set out full details of your complaint in writing to the Matter Partner at 60 Gresham Street, London EC2V 7BB.

If your complaint has not been resolved to your satisfaction with the Matter Partner or you do not wish to deal with the Matter Partner, you will be invited to speak or write to the Practice Group Manager or the Senior Partner and arrangements will be made for that telephone call (or meeting) to take place.

The Practice Group Manager or the Senior Partner will write to you (“first letter”) acknowledging that the LLP is aware of a complaint having been made and, unless the response can be given immediately, informing you of any period needed by the LLP to investigate the facts, which normally should not be more than 28 days.

- Within the period specified in the first letter, the Practice Group Manager or Senior Partner will write to you with the LLP’s response to the complaint and where appropriate the LLP’s proposal for remedying the failure or recompensing you or explain why neither of these remedies is appropriate.
- That letter will invite your agreement to such course of action.

If you do not agree, the Practice Group Manager or the Senior Partner will consider whether a different proposal to remedy the default or recompense, should be made and will write to you with their final decision within 14 days (“the final decision”).

This letter will also propose that any continuing difference between you and the LLP be referred to alternative dispute resolution such as mediation. Should this arise we would

propose use of the Ombudsman Services ([www.ombudsman.services.org.uk](http://www.ombudsman.services.org.uk)). Alternatively, you may contact the Legal Ombudsman (“LEO”), PO Box 6806, Wolverhampton WV1 9WJ, Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) (telephone 0300 555 0333 between 9am and 5pm). Both are competent to deal with complaints about legal services should both you and the LLP wish to use such a scheme. Any complaint to the LEO is subject to the scheme rules and may be made after 8 weeks of a complaint to us but must usually be made within six months of your receiving the LLP’s final decision letter on your complaint and no more than six years from the date of an act/omission or no more than three years from when you should reasonably have known there was cause for complaint. For further information, you should contact the LEO or consult the scheme rules which may be found at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

May 2019