

Complaints Handling Procedure

Introduction

This procedure supplements Clause 12 of our standard Terms and Conditions.

If for any reason you are unhappy about any aspect of our service, you should first raise the problem with our Compliance Manager – Practice Management.

a) By post marked “Confidential” addressed to:

East Devon Law, Barton Chambers, 7 Barton Orchard, Tipton
St John, Sidmouth, Devon EX10 0AN

b) By telephone: 01404 515427

c) By email: advice@eastdevonlaw.co.uk

Timescale & Process

We will acknowledge your complaint within two working days, and an initial review will be undertaken within 14 days. You will then be invited to a meeting with our Compliance Manager to discuss and hopefully resolve your complaint. Written confirmation of the discussion and any agreed solutions will be confirmed in writing within 7 days of the meeting. If your complaint cannot be resolved at this meeting, or if you do not wish to attend a meeting, our written final response will be sent to you within eight weeks of the date of your initial complaint.

Ombudsman

If you are not satisfied with our final response, or you do not receive a response within eight weeks, you can refer your complaint to the Legal Ombudsman (LeO).

You can contact LeO:

By post addressed to: The Legal Ombudsman, PO Box 6806, Wolverhampton WV1
9WJ

By telephone: 0300 555 0333

By email: enquiries@legalombudsman.org.uk

The website address is: www.legalombudsman.org.uk

Ordinarily, you can ask the Legal Ombudsman to look at your complaint if it meets all three of the conditions below:

1. The problem or when you found out about it, occurred after 5 October 2010; and
2. You are referring your complaint to the Legal Ombudsman within either of the following:
 - 6 years of the problem, or
 - 3 years from when you found out about it, and
3. You are referring your complaint to the Legal Ombudsman within 6 months of our final response.

There might be exceptional situations when you may refer your matter to LeO within the time limits set out above, or without having to first refer your complaint to your service provider.

You can also refer your complaint to an Alternative Dispute Resolution body (such as Pro Mediate UK Limited of Brow Farm, Top Road, Frodsham, Cheshire WA6 6SP) which are

competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We agree to use Pro Mediate UK Limited. The timescale for contacting them is 12 months.

Chartered Legal Executives

If your complaint relates directly to the conduct of a CILEx member you have the right to complain free of charge to CILEx Regulation. Your complaint to CILEx Regulation should be made within 12 months of the events that gave rise to the complaint or within 12 months of you having knowledge of the events, whichever is the greater. You can contact CILEx Regulation:

By post addressed to: Kempston Manor, Kempston, Bedford MK42 7AB
By telephone: 01234 845770
By email: info@cilexregulation.org.uk
The website address is: www.cilexregulation.org.uk Click on 'I am a Consumer', then 'Complaints'

A copy of the CILEx Regulation Complaints Procedure is available on request or direct from CILEx Regulation.

Solicitors

If your complaint relates directly to the conduct of a Solicitor, you have the right to complain free of charge to the Solicitors Regulation Authority (SRA). Your complaint to the SRA should be made within 12 months of the misconduct that gave rise to the complaint or within 12 months of you having knowledge of the misconduct, whichever is the greater. The SRA does not investigate issues about the service you have received from the solicitor, this is only dealt with by the Legal Ombudsman (see above)

You can contact the SRA:

By post addressed to: The Cube, 199 Wharfside Street, Birmingham B1 1RN
By telephone: 0370 606 2555.
By email: contactcentre@sra.org.uk
The website address is: www.sra.org.uk/consumers/problems/report-solicitor/

A copy of the SRA Conduct Report Form is available on request or directly from the SRA.

STEP

If you feel Ian Hunt has not acted in accordance with STEP's professional standards, you can contact STEP to lodge a complaint:

By post addressed to: The Director of Governance and Professional Standards, STEP, Artillery House (South), 11-19 Artillery Row, London SW1P 1RT
By telephone: 020 7340 0500
By email: Michael.Evans@step.org

A complaint form can be downloaded from the STEP website.

The website address is: www.step.org.uk

Data Handling

If your complaint relates to the way we process your personal information, you may complain to the Information Commissioner's Office – please see the accompanying Data Protection Privacy Notice for details of how to contact them.