

ALAN TURNER & CO

COMPLAINTS PROCEDURE

If you have or wish to continue with a complaint, please let me have the full details.

I will deal with your complaint in the first instance. I will send you a letter acknowledging your complaint and ask you to confirm or explain the details. You can expect to receive my letter within seven working days of me receiving your complaint.

When I acknowledge your reply I will confirm what will happen next.

I will then start to investigate your complaint. This may involve one or more of the following steps.

- If you agree, I will investigate your complaint within 10 days. I will send you my detailed reply or invite you to a meeting to discuss the matter.
- If you agree I will ask another independent Solicitor to investigate your complaint and report to me.

I will then write inviting you to meet me and discuss and hopefully resolve your complaint.

Within 2 days of the meeting I will write to you to confirm what took place and any solutions I have agreed with you. If you do not want a meeting or it is not possible, I will send you a detailed reply to your complaint. This will include my suggestion for resolving the matter.

At this stage, if you are still not satisfied, you can write to me again. I will then arrange to review my decision.

If you are still not satisfied with your complaint, I will either, with your consent, ask a member of the Solicitors Sole Practitioners Group or another Solicitor to review your complaint. I will let you know how long this process will take.

I will let you know the result of the review within 14 days of the end of the review. At this time I will write to you confirming my final position on your complaint and explaining my reasons.

If you are still not satisfied you can contact the Legal Ombudsman at PO Box 15870 Birmingham B30 9EB or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk

You can also contact the Solicitors Regulation Authority (SRA) if you are concerned about our conduct during your matter. For more information please visit the SRA website at www.sra.org.uk