

NIGEL WELLER & CO SOLICITORS
COMPLAINT HANDLING POLICY

We are committed to providing a high-quality legal service to all our clients. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first place, wherever possible raise any initial client care problems with the person acting on your case to give them the opportunity of resolving the matters with you.

If you are unhappy about any aspect of the service you have received, or about your bill, please contact us by post at our offices, Nigel Weller & Co, The Officer, Bowen Farm, Park Lane, Laughton, East Sussex, BN8 6BP, by telephone on 01323 811459 or email to nigel1weller@outlook.com.

We have a complaints procedure in place which sets out how we handle complaints as follows:

Our Procedures

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person dealing with your complaint (this will normally be Alex Weller as Supervisor of the Firm). You can expect to receive our letter of acknowledgment within 7 days of receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint.
3. We will investigate your complaint. This will normally involve passing your complaint to Mr Alex Weller as the Supervisor of the Firm. Alex Weller will review your matter and speak to the member of staff who acted for you.
4. If it is felt that your complaint can be resolved informally, then we will seek to do so. This will be assessed on a case-by-case basis as to the nature of the complaint.
5. If your complaint cannot be resolved informally, then we will provide you with a written response to your complaint. This will normally be provided within 21 days of having received your complaint. If for any reason a longer period of time is required to respond we will notify you accordingly.

6. In certain circumstances, it may assist to have a meeting with you. However, this is usually only necessary where the complaint is particularly complicated for some reason. If you do have a meeting regarding your complaint, a time scale for providing the next response to your complaint in writing will be agreed at that meeting.
7. If you are not satisfied with our response, you should contact us again and your matter will be further reviewed.
8. We will write to you within 7 days of receiving your request for a review.
9. We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
10. If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. Contact details are as follows
 - a. PO BOX 6167, Slough, SL1 9EH
 - b. Tel: 0300 555 0333
 - c. Email: enquiries@legalombudsman.org.uk
 - d. Web: www.legalombudsman.org.uk
11. Normally, you will need to bring a complaint to the Legal Ombudsman within twelve months of receiving a final written response from us about your complaint and within the following timescales:
 - a. One year from the date of the act or omission about which you are complaining occurred, or
 - b. One year from the date you should reasonably have known there were grounds for a complaint.
 - c. 6 months from receipt of the firm's final written response to the complaint.
12. The Legal Ombudsman has discretion to extend these time limits but only in exceptional circumstances. However, the Legal Ombudsman will not accept complaints where the act or date of awareness was before 6th October 2010.
13. If we have to change any of the above timescales we will let you know and the reasons why.
14. The complaints procedure also includes 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; and that if all, or part, of a bill remains unpaid, the firm may be entitled to charge interest.

What to do if you are unhappy with our behaviour

15. You have the right to complain to the Solicitors Regulation Authority (SRA) if you feel that either Nigel or Alex Weller have acted or behaved in an inappropriate manner, this could include:
 - a. tell lies
 - b. steal from you.

- c. Shut down without telling you.
- d. Break the SRA rules regarding the code of conduct of Solicitors.
- e. Otherwise fail to meet the required standards.

16. Complaints can be made at the following website: <https://www.sra.org.uk/>