

## Complaints Handling Policy

### Our 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. This will help us to improve our standards.

If you have a complaint, please contact us in writing with the details, addressed to:

Nigel Farthing  
Birketts LLP  
24-26 Museum Street  
Ipswich  
IP1 1HZ

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Nigel Farthing, who will review your matter file and speak to the member of staff who acted for you.
3. Nigel Farthing will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Nigel Farthing will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Nigel Farthing will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner unconnected with the matter at the firm to review his decision or as an appropriate alternative a review by another local solicitor or mediation to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact :

Legal Ombudsman  
PO Box 15870  
Birmingham  
B30 9EB

about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

If we have to change any of the timescales above, we will let you know and explain why.