



Caversham Solicitors Limited - Complaints Procedure

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

Please be assured that your complaint will be dealt with promptly, fairly, and free of charge.

Initial concerns

In most cases, an informal chat with the lawyer responsible for your matter will resolve your concerns.

If it does not, you should formalise your complaint in writing and email it to our Complaints Manager David Bevas. You can contact David Bevas at davidbevas@cavershamsolicitors.co.uk.

What we need to know

To deal with your complaint correctly, it would be helpful when writing to us if you could provide the following information:

- Your name, contact details and preferred contact method
- File reference number
- Details of your concerns
- How you would like us to put things right.

What will happen next?

1. If you telephone us, we will endeavour to resolve the issue in that call.
2. If you email or write to us, or if your complaint cannot be resolved in a phone call, we will acknowledge receipt of your complaint in writing within two days of receiving it.

We will then investigate your complaint. This will normally involve our Complaints Manager reviewing your file and speaking to the member of staff who acted for you.

3. Within 28 days of sending you the acknowledgement letter our Complaints Manager will write to you detailing the nature of your complaint, and the decision that has been reached.
4. If you are not satisfied with our decision, you should contact us within 28 days from the date of our letter and we will review our decision. We will then write to you within 14 days from receipt of your letter.

What to do if we cannot resolve your complaint

5. If you have exhausted our internal escalation process yet remain dissatisfied, you are entitled to refer your complaint to the Legal Ombudsman. The Legal Ombudsman will look at the complaint independently and any investigation by them will not affect how we handle your case.

6. Before accepting a complaint for investigation, the Legal Ombudsman will check:
- you have tried to resolve the complaint with us in the first instance and
 - you have suffered significant financial loss, distress, inconvenience, or detriment, which deems it proportionate for them to investigate.

We will always be happy to discuss your issues further, prior to you going down this route, if you wish to do so.

7. For complaints, you may contact the Legal Ombudsman via one of the methods below:

- Phone: 0300 5550333
- Email: enquiries@legalombudsman.org.uk
- Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV19 9WJ

8. Any complaint to the Legal Ombudsman must usually be made within **six months** of the date of our final written response to your complaint. You should also be aware that the Ombudsman will consider your complaint if you refer it on to them within either of the following:

- **one year** from the date of the act or omission being complained about OR
- **one year** from the date when you should reasonably have known that there was cause for complaint.

The Ombudsman has discretion to extend the one-year time limit for specific customers if, on the evidence, it is fair and reasonable to do so.

9. Note that the Legal Ombudsman service cannot be used by businesses or most other organisations, unless they are below certain size limits. Further details are available from the [Legal Ombudsman's website](#).

10. It is worth considering, whilst it is open to you to submit a complaint to the Legal Ombudsman, they apply strict criteria to determine whether they will ultimately accept a complaint for a full investigation. They have the discretion to dismiss or discontinue all or part of a complaint if they believe:

- a) it does not have any reasonable prospects of success.
- b) you have not suffered (and are unlikely to suffer) significant financial loss, distress, inconvenience or detriment.
- c) it is frivolous, vexatious, lacks merit or where there is a compelling reason not to accept it.
- d) the likely impact, size, complexity, scope, volume of evidence or your conduct render it disproportionate/unreasonable/impossible for the complaint to be investigated.
- e) you have previously complained about the same issue to them, unless you provide material evidence that is likely to affect the outcome which only became available to you after you submitted the original complaint.
- f) there has been undue delay in the complaint being raised.

Also note:

- a) If, during the course of an ongoing investigation by the Ombudsman, a revised/increased offer is made by us which is deemed to be fair and reasonable redress and you decide to reject that offer, the Ombudsman has the discretion to dismiss or discontinue all or part of your complaint.
- b) If you have already accepted an offer to settle your complaint made by us during our internal complaint handling process, which is deemed to be fair and reasonable redress, unless there has been some significant intervening act, you will not be able to have that agreement overturned in the hope of securing a preferential outcome by pursuing your complaint via the Ombudsman.

For more information on the Legal Ombudsman's rules and requirements, please see their [Scheme Rules](#) dated April 2023.