

Michelmores' Complaints Procedure for Clients

We want to give you the best possible service. Should you experience dissatisfaction with the service or become dissatisfied with a bill you receive from Michelmores and wish to make a formal complaint, please follow our Complaints Procedure set out below and we will do our very best to resolve the matter promptly and fairly to your satisfaction:

Stage 1: As a first point of contact, you should telephone or write to the supervising Partner dealing with your matter (see Scope of Work document for contact name), who will acknowledge your complaint. The supervising Partner will attempt to resolve your complaint in the first instance, normally within 14 days.

Stage 2: In the event of the Matter Partner being unable to resolve the complaint to your satisfaction within 14 days, at your request the Risk and Compliance team will investigate the issues you have raised. The Risk and Compliance team will review the relevant files and the work undertaken on your behalf and will submit Michelmores' final response to you. You should normally receive a written final response within 6 weeks of the date of your complaint being referred for Stage Two review. We will inform you if it is likely to take longer.

Stage 3: If after completion of our Complaints Procedure you do not feel the matter has been resolved to your satisfaction, you can refer your complaint to the Legal Ombudsman. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. The Legal Ombudsman, set up by the Office for Legal Complaints, deals with complaints against lawyers, is an independent complaints-handling body and operates a non-judicial dispute resolution procedure. The Legal Ombudsman service is only available to members of the public, very small businesses, charities, clubs and trusts. The Legal Ombudsman can be contacted via the Legal Ombudsman's website www.legalombudsman.org.uk, or by telephone (0300 555 0333) or by email to enquiries@legalombudsman.org.uk or by writing to: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurred (or if outside of this period, within three years of when you should reasonably have been aware of it).

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concern with the Solicitors Regulation Authority via the website <https://www.sra.org.uk>.

If your complaint is about the reasonableness of our charges, you can apply to the Court for a detailed assessment those charges under Part III of the Solicitors Act 1974. If accepted for assessment, the Court will assess, not only the charges, but also the costs of assessment, and will certify what is due to, or payable by, us in respect of our charges, and the costs of assessment. An application for an assessment of costs must normally be made within 12 months of the delivery of our invoice, or in exceptional circumstances longer and on such terms as the Court may think fit. Please see sections 70, 71 and 72 of the Solicitors Act 1974 for further details.

Michelmores LLP, Woodwater House, Pynes Hill, Exeter, EX2 5WR
 Tel: 01392 688688
 Email: complaints@michelmores.com