

Adams & Remers LLP Complaints Handling Policy

We are committed to providing a high-quality legal service to all our clients. However, we recognise that there may be occasions where you have concerns regarding our services.

If you do have any complaints about our service or about our fees, we will try to resolve your concerns and put things right for you as quickly and effectively as possible. We believe that a well handled complaint is an opportunity to restore and improve goodwill as well as to provide an even better service in future. To that end, we have established the following procedure for handling complaints.

Procedure

In the first instance, contact the fee earner who is handling your matter or the partner in charge of their team whose details were given in your client care letter. If you have any doubt about who is the partner in charge, please ask the person handling your work. Your complaint will be investigated and the relevant person will report back to you as soon as possible.

If your concerns are unable to be resolved informally within the relevant practice area, we ask you to summarise the complaint in a written letter, enclosing any relevant documents, to the firm's senior partner, Robin Illingworth, whose address is:-

- Adams & Remers LLP, Trinity House, School Hill, Lewes, East Sussex, BN7 2NN.

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. Your complaint will be recorded in a central register and allocated a reference number.

2. Our senior partner will independently review the matter file on which you have made the complaint. To assist this process he may:

- speak to the responsible fee earner for your file;
- delegate the handling of the complaint to the appropriate partner responsible for the team carrying out your matter where the complaint relates to specialist legal advice or knowledge;
- write or speak to you regarding clarification of any points which will help him reach a decision.

3. Within twenty one days of receipt of your written complaint or if later, receipt of your further clarification where this is requested, the senior partner will write to you with a full response to your complaint, explaining whether or not in his view the complaint is justified, and why. Where he considers that the complaint is justified, the senior partner will give you an apology together with an explanation of the remedy we propose to rectify the issues that you have raised. We will not charge you for any time we spend in handling your complaint.

4. If we have to change any of these timescales we will write to you and explain why.

Legal Ombudsman

If you are dissatisfied with the senior partner's review and written response to your complaint, or if for any reason your complaint has not been resolved to your satisfaction within eight weeks of the making of your initial informal complaint, you have the right to complain to the Legal Ombudsman:-

1. by post to Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
2. by email to enquiries@legalombudsman.org.uk
3. by phone to 0300 555 0333
4. or via the Legal Ombudsman's website at www.legalombudsman.org.uk.

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 a year of the act or omission about which you are complaining occurring. Please 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.