

# **Complaints handling procedure**

## **Our complaints handling policy**

Adams Delmar is 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.

## **Our complaints handling procedure**

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed, John Adams. [John.adams@adamsdelmar.co.uk](mailto:John.adams@adamsdelmar.co.uk)

## **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within five days of your raising your concerns, 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, John Adams, who will review your matter file and speak to the member of staff who acted for you.
3. John Adams will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, John Adams 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, John Adams 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 to explain why you remain unhappy with our response and we will review your comments.
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 then contact the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH or call 0300 555 0333 about your complaint.

The Legal Ombudsman investigates complaints about service issues with lawyers. You must refer your concerns to the Legal Ombudsman within six months of our final response to you and, in any event, within a year of the date of the act or omission about which you are concerned or within a year of your realising there was a concern. The Legal Ombudsman has provided further guidance on its service at **[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)**.

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

Separately, information relating to reporting concerns about an individual or a firm to the Solicitors Regulation Authority (SRA) is available on the SRA website. Please note that the SRA does not deal with complaints about poor service. Further information is available at <https://www.sra.org.uk/consumers/problems/report-solicitor#how-complain>, and they may be contacted at:

Solicitors Regulation Authority  
The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN  
Telephone number: 0370 606 2555

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