

Complaints Procedure

1 Overview

At Thornes we are committed to always doing our best to provide high quality, friendly, professional legal services with fair and transparent fees. We recognise though that things don't always go to plan and should this ever happen we would like you to tell us about it- this will help us do everything we can to improve upon our client's experiences.

2 Initial steps

In the first instance we would ask you to speak to the person you have been working with here at Thornes and they will do their best to resolve your concern with urgency. If you feel that your concern has not been resolved to your satisfaction and that you wish to formalise your concerns then you should write to Gerald Thorne who is a senior Director at Thornes and our Head of Client Services.

You can contact Mr Thorne by either writing to him at:

Thornes Solicitors
Lich Gates
Wolverhampton
WV1 1UA

Alternatively you can email: geraldthorne@thornessolicitors.co.uk

To help us understand your complaint, please tell us the following:

- Your name, address and contact details
- The full nature of your complaint and what you think we may have done wrong
- What you would like to achieve to resolve your complaint

3 What we will do once we have received your complaint

Your complaint will be recorded on our central register and we write you within 3 working days acknowledging your complaint

Your complaint will be investigated, including but not limited to the following:

- Review of the details of your complaint
- Review of the file and any other relevant documentation
- Discussion with those you have been working with on your case
- Further information may be requested from you within a specific time period

If appropriate, Mr Thorne may wish to speak directly with you to discuss the details of your complaint further. Should this be case you will be contacted accordingly.

You will be updated as the investigation progresses and at the end we will write to you with the outcome of the investigation and confirmation on what we propose to do to resolve your complaint. We will aim to do this within 21 days of the date of our letter of acknowledgement.

4 What to do if you are not happy with the outcome of the complaint procedure

We hope to resolve your complaint to your satisfaction in the first instance, however, in the event that you remain unhappy then you should write to us within 14 days of the date of the investigation response, setting out the details or your concerns. We will arrange for a review of your case to take place by another Director who has not previously been involved in your complaint..

You should let us know this within 14 days of the date of the investigation response that you wish for this review to take place. We will confirm the outcome of the review within 14 days of the date of receipt of your request for a review.

If your complaint is not resolved to your satisfaction within 8 weeks of your original letter to Gerald Thorne then you can contact the Legal Ombudsman to ask for a further review.

The contact details for the Legal Ombudsman are as follows:

By Post	PO Box 6806, Wolverhampton, WV1 9WJ
By Telephone	0300 555 0333
By Email	enquiries@legalombudsman.org.uk
Website	www.legalombudsman.org.uk

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. There are specific timeframes that you must adhere to when contacting the Legal Ombudsman depending upon the nature of your complaint. These are as follows:

- (i) Within 6 months of receiving a final response to your complain
and
- (ii) No more than 6 years from the date of the act or omission
or
- (iii) No more than 3 years from the date when you should reasonably have known there was cause for complaint.