

Complaints

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then you can read our full complaints procedure below.

Complaints Procedure

- (a) This firm has a written complaints procedure (See page 3) and complaints will be handled promptly, fairly and effectively in accordance with it:
- (b) The client must be told, in writing, at the outset (or in the case of existing client, at the next appropriate opportunity):
 - (i) that, in the event of a problem, the client is entitled to complain: and
 - (ii) how and to whom the client should complain
 - (iii) that this could include a complaint about this firm's bill
 - (iv) that this firm has a complaints procedure, a copy of which is available on request
 - (v) of their right to complain to the Legal Ombudsman at the conclusion of our complaint process
 - (vi) that there may also be a right to object to the bill by applying to the Court for an assessment of the bill under Part III of the Solicitors Act 1974: and
 - (vii) that if all or part of the bill remains unpaid the firm may be entitled to charge interest.
- (c) The client will be given a copy of the complaints procedure on request; and
- (d) That once a complaint has been made, the person complaining is told in writing:
 - (i) how the complaint will be handled; and
 - (ii) within what timescales they will be given an initial and/or substantive response
- (e) At the conclusion of this firm's complaints process the client will be told of their rights to complain to the Legal Ombudsman, the timeframe for doing so and full details of how to contact the Legal Ombudsman.
- (f) That we do not make a charge for handling a complaint.

This Policy will be reviewed annually.

Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the [Solicitors Regulation Authority](#).

What do to if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint

and

- No more than one year from the date of act/omission; or
- No more than one year from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: [0300 555 0333](tel:03005550333) between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6167, Slough, SL10EH

Complaints procedure for James Jones Son & Francis

Our complaints policy

We are 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 procedure

If you have a complaint, please contact Carys Davies-**James**, our director.

You can contact him at our usual address. If we have to change any of the timescales set out below we will let you know and explain why.

What will happen next?

- *1. We will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.
- *3. If appropriate we will then invite you to meet **Carys Davies-James** to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, Carys Davies-James will write fully to you setting out his views on the situation and any redress that we would feel to be appropriate.
4. Within two days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways.
 - **Carys Davies-James** will review his own decision.
 - We will arrange for someone in the firm who has not been involved in your complaint to review it.
 - We will ask our local Law Society or another local firm of solicitors to review your complaint. We will let you know how long this process will take.
 - We will invite you to agree to independent mediation. We will let you know how long this process will take.
6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the Office for the Supervision of Solicitors. If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary.