

Jordans Solicitors - Complaints Handling Policy



As required by the Solicitors Regulation Authority, Jordans Solicitors has a procedure for dealing with complaints from clients, so that we can resolve as many as possible within the firm, stop complaints to the Legal Ombudsman and preserve the goodwill of the client, even if things have gone wrong.

Such complaints must be dealt with sympathetically and quickly. Our reputation depends on this, as part of our “Quality Service”

We are dedicated to providing a high standard of legal service and to deal with all our clients fairly. However, if you are not happy, we need you to tell us about it. This will help us to improve our standards.

What is a Complaint?

If a client simply moans because it has taken you half an hour to return his/her call, clearly that may not amount to a complaint. If a client says that you continually delay in returning their calls, or you do not return calls at all, that is a complaint. These are called “formal complaints” and they are all treated in the same way, even if an individual complaint may appear to be based on, for example, an unrealistic expectation of what we can do.

Clients are notified in our Client Care Letter and Terms of Business of their rights to complain. If they do so, they must be told immediately by the fee earner that the matter will be considered by a Director (where a fee earner is involved).

To make a complaint

Please contact Jordans Solicitors in the first instance on: -

Telephone – 01242 386700

Email – barbara@jordans.legal

Letter – addressed to Barbara Jordan, The Studio, Central Lydbrook, Lydbrook, GL17 9SB.

To help us to understand your complaint please provide us with the following information: -

- Your full name and contact details
- Information regarding the complaint and any evidence to support your complaint
- What outcome you hope to achieve because of your complaint

The next steps Jordans will take are as follows: -

1. We at Jordans Solicitors will send you a letter or email acknowledging receipt of your complaint within 7 working days.
2. Barbara Jordan will review your complaint and your file. We may need to ask you for further information or for further documents. If so, we will ask you to provide the information within a specific period of time.
3. Barbara Jordan will write to you by letter or email at the end of our investigation with what we propose to do to resolve your complaint. Where possible, we will aim to do this within 6 weeks of the date of our letter or email of acknowledgement.
4. If any timescales above change, we will let you know and explain the situation.
5. The Legal Ombudsman allows us 8 weeks to try to reach a resolution to your

complaint.

Cost associated with Complaints

6. Jordans Solicitors will not charge you for handling your complaint.
7. Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

Remedies available to the client

- An apology from the firm and an assurance that it will not happen again, and that we will try to do better.
- A reduction in the bill (this cannot be authorised by the individual fee earner without sanction of a director.
- Abatement of the bill in full.
- Notification to the client of their right to complain to the Legal Complaints Service either as a matter of professional conduct or inadequate professional service.
- Notification to the client of their right to see another solicitor and obtain advice as to whether we have been negligent.
- In some cases, reference to the Solicitors Regulation Authority for informal mediation

Furthermore, if you are not satisfied with Jordans Solicitors response to your complaint, you can contact the Legal Ombudsman below on:-

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone: 0300 555 0333
E-mail: enquiries@legalombudsman.org.uk
Visit: www.legalombudsman.org.uk
For minicom call 0300 555 1777

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the Legal Ombudsman's website please click here: www.legalombudsman.co.uk.

Further Complaints can be made to the Solicitors Regulation Authority

The Solicitors Regulation Authority set the rules that this firm and the solicitors who work for it must follow and will take action if these rules are broken.

This means that:

- everyone who works for the firm must meet the high standards we set
- This firm must have the right level of insurance to protect you in case something goes wrong
- you may be able to claim through our [Compensation Fund](#) to have your money reimbursed if This firm or a solicitor working for it loses your money
- You can [complain to us](#) if you are concerned about the behaviour of this firm.

There are no time limits for making a report but there are limits on what the SRA will consider. Please note that the SRA is not able to deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman). For further information about the SRA's role, please contact the SRA or visit: <https://www.sra.org.uk/consumers/problems/report-solicitor.page#report>

Further information

You can find out more about this firm by using the [Solicitors Register](https://www.sra.org.uk/consumers/register/) click here:- <https://www.sra.org.uk/consumers/register/>

Find out more about how you can [compare information about different legal services providers](https://www.sra.org.uk/consumers/choosing/customer-reviews) online to help you choose the right provider for you click here:- <https://www.sra.org.uk/consumers/choosing/customer-reviews>