

## COMPLAINTS HANDLING POLICY/PROCEDURE

You may have asked for our complaints procedure, or you may be receiving this because you have experienced a problem with our service.

If you have experienced a problem, thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this firm. Our primary objective is to put things right.

### Our complaints policy

We are committed to providing a high-quality service to our clients. This includes a commitment to putting things right when they go wrong. This policy explains how we will deal with any complaint.

### Our complaints procedure

Our complaints handling partner is Jeremy Ford. You can contact him at our offices at 33 Parkside, Cambridge CB1 1JE. If you would prefer to contact another partner instead, please contact Simon Bethel. It would be helpful if you could put your concerns into writing, but if you would prefer not to, or if you would find it difficult to do so, Jeremy or Simon can be contacted by phone at 01223 443333.

If you have special needs which we should take into account due to language or disability, please let us know.

To explain to you how long our process might take we have included our target times for each stage of the process. Where, for any reason, it is not possible to observe any of these limits we will let you know and explain why.

| Action                                                                           | Timescale                                                       |
|----------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Acknowledge the complaint in writing and send a copy of the complaints procedure | Within two working days                                         |
| Invite you to a meeting or to discuss the issues by telephone                    | Within two working days                                         |
| Confirm the outcome of the meeting or telephone conversation in writing          | Within three working days of the meeting/telephone conversation |
| Investigate the issues                                                           | Within 14 days of receiving the complaint                       |

| Action                                                                                                                         | Timescale                                 |
|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| If a meeting/telephone discussion is not possible or required:<br><br>Investigate the issues and write to you with the outcome | Within 21 days                            |
| Review and close the complaint                                                                                                 | Within 8 weeks of receiving the complaint |

### **Legal Ombudsman**

If you do not agree with the outcome of our complaints process, or we fail to investigate it within eight weeks, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realizing there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. The address is Legal Ombudsman, PO Box 6167, Slough SL1 0EH, telephone 0300 555 0333 or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

You may alternatively contact the Solicitors Regulation Authority (SRA) if you have concerns as to whether we have breached any of their professional rules for solicitors. These will be found at [www.sra.org.uk/solicitors/standards-regulations/principles](http://www.sra.org.uk/solicitors/standards-regulations/principles) and the SRA can be contacted at The Cube, 199 Wharfside Street, Birmingham B1 1RN, or by email to [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk).

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