

**DISKEN AND CO**

**COMPLAINTS PROCEDURE**

**Our complaints policy**

We are committed to providing a high-quality 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 write to us with the details.

**What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our senior partner Bernard Disken (or in the case of a complaint against Bernard Disken to our partner Katharine Storey) who will review your file and speak to the member of staff who acted for you.
3. Bernard Disken/Katharine Storey will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting Bernard Disken/Katharine Storey will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, Bernard Disken/Katharine Storey will send you a detailed written reply to your complaint, including his/her 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 and we will arrange for the partners to jointly review the decision.
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 we have to change any of the timescale above, we will let you know and explain why.

9. If you are a member of the public, a very small business, a charity, a club or a trust you will have the right to complain to the Legal Ombudsman at the conclusion of our complaints procedure. The Legal Ombudsman gives us a maximum of 8 weeks to resolve your complaint. Once the 8 week period has passed the Legal Ombudsman will normally accept the complaint even if it has not been fully dealt with by us. You can contact the Legal Ombudsman on 0300 555 0333 or by e-mail at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or by writing to Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ. If you want to know more about the Legal Ombudsman their website is: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

10. Any complaint to the Legal Ombudsman must usually be made:

- Within 6 months of receiving a final written response from us about your complaint
- and
- Within 6 years of the act or omission of which you are complaining occurring (or if outside this period, within 3 years of when you should reasonably have been aware of it).

11. All clients can in any event complain to the Solicitors Regulation Authority which deals with matters in relation to professional conduct (eg dishonesty, discrimination, breaches of SRA principles). Any concerns regarding such matters can be raised with them. Their website address is [www.sra.org.uk](http://www.sra.org.uk) and their contact centre address is The Cube 199 Wharfside Street, Birmingham B1 1RN. Phone: 0370 606 2555, email: [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk)