

Camerons Solicitors LLP

COMPLAINTS POLICY AND PROCEDURE

1 Our complaints policy

1.1 Camerons Solicitors LLP is committed to providing a high-quality legal service to all of our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

2 Our Client Care Partner

2.1 We have appointed a Client Care Partner, Michael Stewart, who is the senior partner of the firm.

3 Our complaints procedure

3.1 If you have a complaint which has not been resolved to your satisfaction with the partner having overall conduct or supervision of your matter, please contact Mr Stewart, and give him full details of your complaint. If the complaint concerns work carried out by or under the supervision of Mr Stewart, please contact Philip Ross-Smith who will act as the Client Care Partner in Mr Stewart's place.

4 What will happen next?

4.1 Mr Stewart will send you a letter acknowledging receipt of your complaint and may ask you to provide further details. He will also let you know the name of the person who will be dealing with your complaint (normally himself). He will send this letter within two days of the firm receiving your complaint. If it seems appropriate at this stage, he will suggest a meeting with you to discuss your complaint.

4.2 We will record your complaint in a central register and open a separate file for your complaint. We will do this within one day of receiving your complaint.

4.3 We will then start to investigate your complaint. This will normally involve the following steps:

- The person dealing with your complaint will ask the partner having conduct or supervision of your matter to comment in writing on the substance of your complaint within four days.
- The person dealing with your complaint will then examine those comments and the information in your file. If necessary, he or she may also speak to the partner in question. This will take up to two days from receiving that partner's reply and the file.

4.4 The person dealing with your complaint will then write to you summarising substantively the firm's position as it has been understood and will invite you to a meeting to discuss and hopefully resolve your complaint. He or she will do this within two days of completing the investigation.

4.5 Within two days of the meeting with you, the person dealing with your complaint will write to you to confirm what took place and any solutions agreed with you.

4.6 If you do not want a meeting or if a meeting is not possible, the person dealing with your complaint will send you a detailed reply to your complaint. This will include his or her suggestions for resolving the matter. He or she will do this within five days of completing the investigation.

4.7 At this stage, if you are still not satisfied, you should contact us again. We will then arrange to review our decision. This will happen in one of the following ways:

- Within ten days another partner of the firm may review the decision.
- Within five days we may ask the Legal Ombudsman, who acts independently, to appoint a local conciliation officer to review your complaint and he or she will aim to assist us and you to resolve outstanding difficulties in an objective and independent manner. We will let you know how long this process might take and what is involved.
- Within five days we may invite you to agree to independent mediation. We will let you know how long this process might take and the proposed arrangements.

4.8 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 the reasons behind our position. If you remain unsatisfied with our reviewed decision, you can contact the Legal Ombudsman about your complaint (we have set out the contact details of the Legal Ombudsman in your engagement letter).

4.9 If we need to change any of the timescales set out above, we will let you know and explain why.

4.10 All references in this document to “days” are to working days.

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