

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. At present, this is 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 We will send you a letter acknowledging receipt of your complaint and may ask you to provide further details. We will also let you know the name of the person who will be dealing with your complaint (if not the Client Care Partner). We will send this letter within two days of the firm receiving your complaint. If it seems appropriate at this stage, the Client Care Partner 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 related documents.

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).

5 The Legal Ombudsman

If we cannot resolve any concern within 8 weeks of receiving your complaint, you have the right to ask the Legal Ombudsman to consider your complaint if you are a natural person or a client which is a micro-enterprise within the meaning of Arts 1 and 2 of the Annex to Commission Recommendation 2003/361/EC (essentially, a small business). Your complaint should be brought to the Legal Ombudsman within 12 months of receiving a final response from us in accordance with our Complaints Procedure, and within 6 years from the date on which the problem occurred (or 3 years from the date on which you should reasonably have become aware of the problem). The Legal Ombudsman can be contacted by post at PO Box 6806, Wolverhampton, WV1 9WJ, or by telephone on 0300 555 0333, or via the internet at www.legalombudsman.org.uk or by email to enquiries@legalcomplaints.org.uk.

6 Solicitors Regulation Authority

If you are a natural person or a client which is a business or charity with a turnover or income of less than £2,000,000 then, if you believe that we have taken or lost your money you may be able to claim money to cover your loss (up to a maximum of £2,000,000) from the Solicitors Regulation Authority Compensation Fund. You will not be eligible to make a claim unless your loss occurred in the course of the normal work of our firm and you have either suffered loss due to dishonesty on our part, or suffered loss and hardship due to a failure by us to account to you for money we have received. You may also bring a complaint if you believe we have broken the standards expected of solicitors. More information can be obtained by writing to Solicitors Regulation Authority, Ipsley Court, Berrington Close, Redditch, B98 0TD, by telephoning 0870 606 2555, or by visiting the SRA s website at www.sra.org.uk.

7 General

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

7.2 All references in this document to days are to working days.