

Lexent Partners Ltd – Complaints Handling Procedure

We are committed to providing a high quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us improve our standards.

If you have a complaint, please contact us with details. If you are an individual or otherwise have the right to refer to the Legal Ombudsman we have 8 weeks to consider your complaint. If we have not resolved it within that time, you may complain to the Legal Ombudsman

If you consider that our firm is in breach of the Solicitors' Regulatory Authority's Code of Conduct you may complain to the SRA at www.sra.org.uk

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 3 days of receiving it.
2. We will then start to investigate your complaint. This will normally involve passing your complaint to our client care director (currently Michael Lent who can be contacted on 0161 266 1030 or at ml@lexentpartners.com or by writing to Regus Manchester Business Park, 3000 Aviator Way, Manchester. M22 5TG) who will review the matter and, if appropriate, speak to the member of staff who acted for you. If Michael is absent or for any other reason unable or not the best person to investigate your complaint, another solicitor will handle the complaint.
3. The investigating solicitor will then decide the appropriate action which could be arranging a discussion with you either face to face or over the telephone with a view to resolving your complaint or writing a detailed response to your complaint. He/ she will either invite you to a meeting / teleconference or advise that you will be sent a detailed response, in either case within 14 days of your complaint being received.
4. If there is a meeting or teleconference, the investigating solicitor will write to you to confirm what was discussed and any solutions he/ she agreed with you, within 3 days of the meeting/ teleconference.
5. If you do not want a meeting or teleconference to discuss your complaint or that is not possible or the investigating solicitor has advised that you will receive a detailed response to your complaint, he/ she will send you a detailed response to your claim within 21 days of sending you the acknowledgement letter. This will include any suggestions for resolving the matter.
6. At this stage, if you are still not satisfied, you can should contact us again and we will arrange for someone unconnected with the matter to review the investigating solicitor`s 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 you are still not satisfied, then if you are an individual or otherwise have the right to refer to the Legal Ombudsman, you can then contact the Legal Ombudsman about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint or within 6 years of the act or omission about which you are complaining occurring (or outside of this period, within 3 years of when you should reasonably have been aware of it).

9. The Legal Ombudsman can provide more information. Its contact details are:

PO Box 6806, Wolverhampton, WV1 9WJ.

enquiries@legalombudsman.org.uk

0300 555 0333.