

Complaints Policy and 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 to improve our standards.

Our Complaints procedure

If you have a complaint, contact us in writing with the details of it and mark your letter/email: “For the Attention of the Client Care Director”. Nigel Jones is our Client Care Director but if he is dealing with the matter about which you are complaining, then our client Care Director is Sarah Miller. It can be by letter or email but if email, it should be sent to nigel.jones@jmdlaw.co.uk or sarah.miller@jmdlaw.co.uk. We shall refer to the date on which we actually receive your letter or email of complaint as the “Complaint Date” from which the timetable we set out below is calculated.

What will happen next?

1. Within 5 working days of the Complaint Date, we will
 - 1.1 record your complaint in our central register;
 - 1.2 send you a letter acknowledging receipt of your complaint;
 - 1.3 if necessary, ask you to confirm or explain any information required by us in order to investigate your complaint; and
 - 1.4 let you know the name of the person who will be dealing with your complaint.At this stage we may also, if it seems appropriate to us, suggest a meeting with you and our Client Care Director to discuss and hopefully resolve your complaint.
2. Within 10 working days of the Complaint Date or upon receipt of the information we have requested in paragraph 1.3 above (“the Further Information Date”) whichever is the later, we shall investigate your complaint. This will normally involve the following steps by our Client Care Director who will:
 - 2.1 consider your written complaint and your file.
 - 2.2 meet the staff member who acted for you to discuss the details of your complaint.
 - 2.3 consider that member of staff’s reply, your complaint and your file and, if necessary, speak to that member of staff again or any other persons who can assist in your complaint.
 - 2.4 then finalise the outcome of our investigations thus far.
3. Within 15 working days of the Complaint Date or the Further Information Date, whichever applies, our Client Care Director will then write to you to invite you to a meeting to discuss and hopefully resolve your complaint.
4. Within 2 working days of the meeting our Client Care Director will write to you to confirm what took place, our reply to your complaint and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, our Client Care Director will within 3 working days of you notifying him that you do not want such a meeting send you a detailed reply to your complaint. This will include suggestions, if any, for resolving the matter.
6. At this stage, if you are still not satisfied, please let us know with your reasons as to why, in particular setting out anything you believe we may have overlooked and why you disagree with our decision. We will then arrange to review our decision within 10 working days. This will happen in one of the following ways:
 - 6.1 The Client Care Director will review his own decision;
 - 6.2 We will arrange for someone else in our Company who has not been involved in your complaint to review it;
 - 6.3 We will ask our Local Law Society or another local firm of Solicitors to review your complaint (we will let you know how long this process will take); or
 - 6.4 We will invite you to agree to independent mediation (we will let you know how long this process will take).
7. We will let you know the result of the review within 5 working days of the end of the review.
8. The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- 8.1 Within six months of receiving a final response to your complaint and
- 8.2 No more than six years from the date of act/omission; or
- 8.3 No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact Details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

9. **If you are unhappy with our behaviour** the Solicitors Regulation Authority can help you. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. If you would like more information about the Solicitors Regulation Authority, please contact them.

Contact Details

Visit: <https://www.sra.org.uk/consumers/problems>

Call: 0370 606 2555.

Email: enquiries@legalombudsman.org.uk

The Cube, 199 Wharfside Street, Birmingham, B1 1RN.

10. If we have to change any of the timescales above, we will let you know and explain why.

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