

Bannisters Criminal and Motoring Lawyers LLP Complaints Procedure

- 1.a The purpose of this procedure is to define the actions, authority and responsibility within the Practice for handling Client complaints and for the effective implementation of suitable corrective action.
- 1.b The initial Terms of Business letter states the name of the Person responsible for handling the client's matter.
- 1.c This letter informs the client that if he/she has a complaint he/she should raise the complaint directly with Jeffrey Bannister or Joseph Wright (Members of the LLP).
- 1.d On the File front sheet there is a section for recording a complaint(s). Upon receiving a complaint the information is filled in this area by a Partner. A central file of complaints is also updated at this time, by the Partners.
- 1.e If the complaint cannot be resolved by a Partner then it is referred to another local solicitor for further review.
- 1.f Corrective action and complaint resolution is recorded in detail.
- 1.g Where corrective action requires modification to procedures or methods, then these changes will be noted on the complaints log sheet. Any amendments to procedures contained in this Manual will follow the normal update procedures.
- 1.h Should resolution of the complaint require disciplinary actions these will be dealt with accordingly.
- 1.i In summary the actions are as follows:-

In the first instance, any client complaint should be raised with the fee earner responsible for the client's work, giving rise to the complaint.

Upon receipt of a complaint, the fee earner must immediately respond and endeavor to understand and alleviate the client's concern.

If the problem cannot be resolved between the client and the fee earner, it must be immediately referred to a Partner who will contact the client and confirm in writing

The name of the person dealing with the complaint

How the complaint will be handled and the time frame for an initial and/or substantive response. If the client wants a copy of this complaints procedure it will be sent to them.

If following consideration, the complaint is upheld, the Partner will consider, agree and implement any appropriate redress.

- 1.j If following the firm's final response, the client is still dissatisfied, he will be informed about Legal Services Ombudsman and the procedure to be followed. The Legal Ombudsman investigates complaints about service issues with lawyers, such as the work that we did for the client, how we communicated with the client, how long we took or the bill we have sent to the client. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which clients are concerned or within one year of them realising there was a concern. The client must also refer their concerns to the Legal Ombudsman within six months of our final response to them.
- 1.k The Legal Ombudsman can be contacted by email enquiries@legalombudsman.org.uk or by post at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
- 1.l If the complaint is about our conduct such as telling lies, stealing from the client, or breaching the SRA rules of conduct, then they can complain to the SRA at The Cube, 199 Wharfside, Birmingham, B1 1RN
- 1.m A central record of complaints is maintained with relevant copy documents.
- 1.n It is imperative that all complaints are dealt with promptly. Failure to do so will be deemed to be a breach of discipline.
- 1.o All complaints will be reviewed annually in July each year at the time of the review of all risk assessment data and if necessary any amendments to the procedures in this manual will be considered.