

## Complaints Policy

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### Judge and Priestley Solicitors

#### Document Version Control

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#### Amendment history

Date	Version	Created by	Description of change
01/10/2015	1		Initial Release
30/09/2016	1		Reviewed – no changes made
29/09/2017	1		Reviewed – no changes made
01/10/2018	1		Reviewed – no changes made
03/10/2019	1	SM	Reviewed – no changes made
24/08/2020	1.1		Reformatted to match company standard.
28/10/2021	1.1	SM	Reviewed – no changes made
18/05/2022	1.2	SM	Updated 2.1 & 2.2 to reference complaints partner and provide generic address
09/09/2022	1.2	C Abela	Annual review – no changes made
23/05/2023	1.3	C Abela	4.1 Amended section numbers 4.5 Amended section number 5.3 Amended time to raise a complaint to the legal ombudsman to 1 year
08/09/2023	1.3	C Abela	Annual Review – No Changes Made

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### **1 Introduction**

- 1.1 We are committed to providing a high-quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

### **2 How do I make a complaint?**

- 2.1 You can contact us in writing (by letter, fax or email) addressed to our Complaints Partner.

- 2.2 Our contact details are:

2.2.1 [Complaints@judge-priestley.co.uk](mailto:Complaints@judge-priestley.co.uk)

2.2.2 Justin House, 6 West Street, Bromley, BR1 1JN

- 2.3 To help us to understand your complaint, and in order that we do not miss anything, please tell us:

2.3.1 your full name and contact details

2.3.2 what you think we have got wrong

2.3.3 what you hope to achieve as a result of your complaint, and

2.3.4 your file reference number (if you have it)

- 2.4 If you require any help in making your complaint, we will try to help you.

### **3 How will you deal with my complaint?**

- 3.1 We will record your complaint centrally.

- 3.2 We will write to you within 5 working days acknowledging your complaint, enclosing a copy of this policy.

- 3.3 We will investigate your complaint. This will usually involve:

3.3.1 reviewing your complaint

3.3.2 reviewing your file(s) and other relevant documents, and

3.3.3 speaking with the person who dealt with your matter

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- 3.4 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- 3.5 We will update you on the progress of your complaint at appropriate times.
- 3.6 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.
- 3.7 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within [28] days of the date of our letter of acknowledgement.

### **4 Summary Resolution Complaints**

- 4.1 Notwithstanding sections 2 - 3 above, our aim is to resolve your dissatisfaction in a swift and timely fashion. To this end we have introduced a summary resolution process across the insurance teams in our Credit Solutions department.
- 4.2 This means if we reach a resolution with you within 3 working days of your complaint being raised, we will close your complaint and provide you with a summary resolution letter, confirming an expression of dissatisfaction was raised and what we have done to resolve.
- 4.3 To do this we may need to contact you by telephone and keep you updated regarding the progress of our investigation.
- 4.4 Your complaint will still be recorded and we will only determine a dissatisfaction as 'resolved' where we have gained explicit confirmation from you that there is no longer a dissatisfaction.

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4.5 This process is aimed to reach a resolution as quickly as possible for you. If -in the unlikely event- you remain dissatisfied following this process, you can highlight your complaint for further review by following section 5 below.

4.6 Summary resolution matters are dealt with by the Insurance Operations Manager.

### **5 What if I am not satisfied with the outcome?**

5.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.

5.2 If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman:

5.2.1 by post at PO Box 6806, Wolverhampton, WV1 9WJ

5.2.2 by telephone: 0300 555 0333, or

5.2.3 by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

5.3 You must usually refer your complaint within six months of our final written response to your complaint and within one year of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

### **6 What will it cost?**

6.1 We will not charge you for handling your complaint.

6.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

6.3 The Legal Ombudsman service is free of charge.

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### **7 Policy review**

7.1 The COLP is responsible for this policy and they will review it at least annually as part of our overall risk management process. We will also review this policy if:

7.1.1 there are any major changes in the law or practice

7.1.2 we identify or are alerted to a weakness in the policy

7.1.3 there are changes in the nature of our business, our clients or other changes which impact on this policy



Signed \_\_\_\_\_

The COLP

Dated 08/09/2023