



IRIS LAW FIRM

Complaints Handling Policy

- **Our complaints policy**

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.

If you have a complaint, please contact us with the details.

We define a complaint as *“an expression of dissatisfaction, however made, about standard of service, action or lack of action by the Firm or its staff, affecting an individual or group of customers”*.

A complaint may be about:

- Poor or slow service
- Lack of service
- Refusal of service
- Lack of information
- Quality of service
- Decisions
- Conduct or attitudes
- Bill of costs

We would recommend you first raise any grievance with your caseowner. On occasion, mistakes can simply be the result of a misunderstanding or require a simple explanation. If you feel you cannot resolve the matter directly with your fee earner or do not wish to do so, then you should contact us in writing full details of your complaint. Your complaint will then be passed to the complaints handling Partner to investigate.

- **What will happen next?**

1. If it appears to the investigator that your correspondence meets the definition of a complaint, then we record your complaint on our central electronic register. We will then send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure, and informing you of the name and contact details of the person dealing with your complaint.

2. We will then investigate your complaint. This will be undertaken by our client care partner who will review your matter file and speak to the member of staff who acted for you.
3. We will consider whether to invite you to a meeting to discuss matters. If this is not possible or deemed necessary, then we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter if appropriate, within 21 days of sending you the acknowledgment letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the decision.
5. 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.
6. If we have to alter any of the timescales above then we will contact you to advise of this and explain why.
7. If you are still not satisfied, you can then contact the Legal Ombudsman.

Timescales for Complaints

You must make a complaint to the Legal Ombudsman within *six months of receiving our final response to your complaint*

and

- *No more than one year from the date of the act or omission being complained about; or*
- *No more than one year from the date when you should reasonably have known that there was cause for complaint.*

How to Contact the Legal Ombudsman

- **Phone:** 0300 555 0333
- **Email:** enquiries@legalombudsman.org.uk
- **Post:**
Legal Ombudsman
PO Box 6167
Slough
SL1 0EH
- **Website & Online Form:** www.legalombudsman.org.uk

9. If your concern relates to our conduct or behaviour the Solicitors Regulation Authority can assist you. Such concerns would include dishonesty, taking or losing money or discriminating against you because of your age, a disability or other protected characteristic. You can contact the SRA by telephone on 0300 606 2555 or via their website www.sra.org.uk

10. Our firm is authorised and regulated by the Solicitors Regulation Authority and the rules and regulations governing how must act and carry our out business are contained in the SRA Handbook and in particular the SRA Code of Conduct. These can be accessed at the following website: www.sra.org.uk/handbook/ or obtained by asking us for a copy of the relevant Code of Conduct or regulations.