

## Complaints Policy and Procedure

Bulfin & Co is committed to providing a high-quality legal service to all our clients and client care is at the top of our agenda. You are entitled to expect the best possible service from us and if we fall short of your expectations we want you to tell us where we have gone wrong.

Our objectives when dealing with client complaints are:

1. To fully investigate the complaint
2. To seek to find a satisfactory resolution to the complaint, where appropriate
3. To learn what we can do to improve the service that we offer to all our clients.

## Making a complaint

If you have a complaint you should raise it as early as possible so that we can try to put matters right. The first point of contact would normally be the person with conduct of your matter but if you do not feel comfortable about raising the matter with them, you should telephone or email Karen Bulfin.

Wherever possible we will seek to resolve the problem quickly and informally. If this is not possible or the complaint is of a more serious nature, the following written complaints procedure may be used.

## Bulfin & Co Written Complaints Procedure

This procedure may be used for any complaint about our service including complaints about our charges. You should normally lodge your complaint within 6 months of the action or issue about which you are complaining.

If you have a complaint please write to us setting out fully your concerns. Your complaint should be marked for the attention of **Karen Bulfin** and sent:

by post to:  
Bulfin & Co  
130 Manor Way  
Ruislip  
Middx  
HA4 8HR

or by email to: [karen@bulfin.co.uk](mailto:karen@bulfin.co.uk)

We will then investigate your complaint in accordance with the following procedure.

1. Within 3 working days of receipt of your complaint, we will send to you a letter or email acknowledging your complaint and to let you know the name of the person who will be dealing with it. This will normally be Karen Bulfin but if the complaint is about her and she feels she cannot

handle your complaint objectively, she may refer the complaint to another member of staff to investigate. We reserve the right to appoint a third party from outside of the Firm, such as another Solicitor, to investigate the complaint where we consider this to be in the best interests of the parties.

2. Where appropriate we will confirm what we understand your complaint to be so that we can address your issues satisfactorily. We will then initiate an investigation into your complaint.

3. Normally within 14 days of acknowledging your complaint, we will write to you setting out our response to your complaint which, hopefully, will resolve the matter.

4. If for any reason the investigation of your complaint has not been concluded within 14 days, due for example to the absence of a relevant individual on annual leave, we will write to you to advise of progress in the investigation, explain the delay and to give you a proposed revised timescale for responding

5. If having received our written response to your complaint you are still not satisfied, you can write to us again setting out your reasons. You should do this within 5 working days of receiving our response. We will then arrange to review our decision and invite you to attend a meeting with Karen Bulfin or a third party appointed in accordance with clause 1 above.

6. We will let you know the result of the review within 14 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

7. If we have to change any of the timescales above, we will let you know and explain why. Equally, if you need more time our policy is to be sympathetic provided the request is made in advance.

## **Further information**

If we are taking any action or introducing any changes as a result of your complaint we will inform you of our proposals.

We will do our best to learn from your complaint.

For the avoidance of any doubt, the complaints handling procedure is a free service to clients. No charge will be made to you for making a complaint or for anything done in accordance with this procedure.

## **Legal Ombudsman**

If you are still not satisfied, you can then contact the Legal Ombudsman by telephoning 0300 555 0333 or writing to them at PO Box 6806 Wolverhampton WV1 9WJ or by email to [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) about your complaint. Normally you must do this within six months of receiving a final written response from us. A separate sheet detailing the powers of the Ombudsman and relevant time limits is attached to this procedure. For further information please view their website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

The Legal Ombudsman may not deal with a complaint about a bill if you have applied to the court for assessment of that bill

## **Solicitors Regulation Authority (SRA)**

We are authorised and regulated by the Solicitors Regulation Authority (SRA) and if you have any complaints about our behaviour these can also be made to the SRA. More details can be found on their website: <https://www.sra.org.uk>

**Bulfin & Co**

**Complaints policy and procedure 2021**

## APPENDIX

### INFORMATION FOR CLIENTS RE LEGAL OMBUDSMAN (LeO) and SOLICITORS REGULATORY AUTHORITY (SRA)

The Legal Ombudsman deals with complaints about various legal services providers, including solicitors. Following changes to the Legal Ombudsman's rules, introduced in February 2013, the Legal Ombudsman's powers are extended and now most complaints against solicitors can be dealt with in this way. This document is intended only as a general guide to the powers of the Legal Ombudsman and relevant time limits and is not exhaustive. If you are considering making a complaint to the Legal Ombudsman, you should refer to the information on their website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) or contact them for further advice and information. The full contact details are:

The Legal Ombudsman  
PO Box 6806  
Wolverhampton WV1 9WJ  
Tel. 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

#### Who can complain to the Legal Ombudsman?

You can complain to the Legal Ombudsman if you are or have been a client of this Firm and you have a complaint about our service. You can also complain to the Legal Ombudsman if you are a prospective client of the Firm and you feel you have unreasonably been refused a service by us or if you feel we are persistently or unreasonably offering a service that you do not want.

#### Time limits

The Legal Ombudsman can only investigate complaints up to 6 years from the date of the matter about which you are complaining or within 3 years of when you found out about the problem. The Legal Ombudsman will not accept complaints where the matter that you are complaining about took place before 6<sup>th</sup> October 2010 or you found out about it before this date.

**IMPORTANT** - The Legal Ombudsman expects you to try and resolve matters with us first and this is why we have a complaints procedure. Provided that we give you full information about your right to take a complaint to the Legal Ombudsman at the end of the complaints process, your time limit for complaining to the Legal Ombudsman is limited to 6 months from the date on which you receive our final response under the complaints process.

#### Financial limits

The Legal Ombudsman can award compensation of up to £50,000.00 to reflect all or any of the following:

- Compensation for loss suffered
- Compensation for inconvenience/distress
- The reasonable cost of putting things right, and

- The reasonable cost of any specified action in the interests of the complainant.

### **Cost of using the Legal Ombudsman service**

The services of the Legal Ombudsman are entirely free to you. We may incur a case fee of £400.00 in respect of your complaint.

The Legal Ombudsman,  
PO Box 6806  
Wolverhampton WV1 9WJ  
  
0300 555 0333

### **SOLICITORS REGULATORY AUTHORITY (SRA)**

#### **What sort of complaints does the SRA deal with?**

The SRA deals with cases where firms have breached the SRA Principles. Examples might include:

- Dishonesty
- taking or losing your money
- treating you unfairly because of your age, a disability or other characteristic.

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

You should go to the SRA website:

<https://www.sra.org.uk/consumers/problems/report-solicitor>

or you can contact the SRA Contact centre

The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN  
DX 720293 BIRMINGHAM 47

0370 606 2555

contactcentre@sra.org.uk