

MASSUCCO BUTTRESS SOLICITORS

COMPLAINTS HANDLING PROCEDURE

We want to give you the best possible service. However, if at any point you become unhappy with the service we have provided to you or you have concerns about the legal costs then you should inform us immediately so that we can do our best to resolve the problem for you. This will help us to maintain and improve the quality of our service.

Who You Should Contact

If you have a complaint about the service you have received, in the first instance please telephone or write to the Solicitor dealing with your case so that they have the opportunity to resolve any issues you may have. If you would rather not deal in the first instance with the Solicitor who acts for you, you should contact the other Partner at the firm. If you would like to write to us, please address your letter to either Partner.

What Will Happen Next

- (a) we will acknowledge receipt of your written complaint within two working days of its receipt and will seek any necessary clarification as to the nature of the complaint;
- (b) we will send a response letter within eight weeks of the receipt of your written complaint;
- (c) any queries you have in relation to the response you receive should be directed to the person who writes to you - full contact details will be contained in the letter you receive;
- (d) if you remain dissatisfied with the service provided and we are unable to reach a resolution of your complaint, we will write to you confirming our final decision and our reasoning behind this;
- (e) if we are unable to help you, then you can have the complaint independently looked at by the Legal Ombudsman.

When to complain to the Legal Ombudsman

The Legal Ombudsman deals with poor service, such as:

- delayed or unclear communication
- problems with your bill
- loss of documents

You can contact the Legal Ombudsman by:

- calling them on **0300 555 0333**
- going to the [Legal Ombudsman website](#)
- emailing them at enquiries@legalombudsman.org.uk

They will keep in contact with you and make sure your case is passed to an investigator for assessment.

When to report a solicitor to the SRA

If you have complained to your solicitor about breaching the [SRA Code of Conduct](#) and you are not satisfied with their response, you can report them to the SRA.

Solicitors must follow the code of conduct. Examples of a breach include:

- dishonesty
- fraud
- discrimination

You can [Report a breach on the SRA website](#)