

## Poole Townsend Complaints Procedure - Solicitors Ltd

If you have any concerns regarding the service received during your time with Poole Townsend please contact the office or your Solicitor in the first instance. If we are unable to resolve the problem please direct your complaint to Mrs Angela Cornthwaite who is responsible for client care issues.

You can contact Angela by post at 69-75 Duke Street, Barrow-in-Furness, LA14 1RP; via email at [acornthwaite@pooletownsend.co.uk](mailto:acornthwaite@pooletownsend.co.uk); or, via telephone on 01229 811811.

### What Will Happen Next?

1. We will endeavour to resolve a verbal complaint when it is initially made, however, where this is not possible it will be handled in line with the full complaints process outlined in stages 2-7 below.
2. We will send you a letter or email acknowledging receipt of your complaint within a maximum of two working days of us receiving the complaint, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally involve reviewing your file and speaking to the member of staff who acted for you. If your complaint relates to a matter where the file has been closed we may need to obtain your file from our archive storage facility, which may take 1-2 working days.
4. We will send you a detailed reply to your complaint, including our suggestions for resolving the matter, within 5 weeks of sending you the acknowledgement letter in line with our regulators stipulations
5. At this stage, if you are still not satisfied, you should contact us within 7 calendar days and we will arrange for a Director who has not had any dealing with your matter to review the initial decision.
6. We will write to you within a further 14 calendar days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If we have been unable to settle your complaint using our internal complaints process you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints. You have six months from the date of our final letter in which to complain to the Legal Ombudsman.

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. Telephone: 0300 555 0333. Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

We also have an obligation to give you the name and web address of an Alternative Dispute Resolution (ADR) approved body which would be competent to deal with your complaint, should both you and we wish to use the scheme. This will be provided on request.

**Objecting to your bill(s)** You may have the right to object to our bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

**Non-payment of our bill(s)** You should be aware that the firm may be entitled to charge interest if all or part of our bill(s) remain unpaid.

\*If we have to change any of the timescales above, we will let you know and explain why.

**Barrow Office**  
69-75 Duke Street,  
Barrow-in-Furness,  
Cumbria LA14 1RP  
Tel: 01229 811811  
Fax: 01229 824705

**Ulverston Office**  
County Square,  
Ulverston,  
Cumbria LA12 7LZ  
Tel: 01229 588111  
Fax: 01229 580662

**Kendal Office**  
2 Market Place,  
Kendal,  
Cumbria LA9 4TN  
Tel: 01539 734455  
Fax: 01539 735706

**Grange Office**  
2 Regent House,  
Grange-over-Sands,  
Cumbria  
LA11 6DY  
Tel: 015395 33316

**Milnthorpe Office**  
4 Park Road,  
Milnthorpe,  
Cumbria LA7 7AB  
Tel: 015395 62044  
Fax: 015395 63500



**Poole Townsend  
Solicitors Ltd.**

[www.pooletownsend.co.uk](http://www.pooletownsend.co.uk)