

Complaints procedure:

Legal services



If you have any concerns regarding the service received during your time with Poole Townsend, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues office in the first instance. If we are unable to resolve the problem, please direct your complaint to Mrs Angela Cornthwaite MNAEA Operation Manager who has overall supervision to this matter and is responsible for client care issues.

You can contact Angela:

Post 69-75 Duke Street,
Barrow-in-Furness, LA14 1RP
Email acornthwaite@pooletownsend.co.uk
Telephone 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 partner 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.

What to do if we cannot resolve your complaint

If we cannot resolve your complaint within 8 weeks, we will inform you in writing of any right you have to complain to the Legal Ombudsman along with full details and how to contact the Legal Ombudsman.

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

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

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them:

Post Legal Ombudsman PO Box 6806,
Wolverhampton, WV1 9WJ
Web www.legalombudsman.org.uk
Email enquiries@legalombudsman.org.uk
Telephone 0300 555 0333 from 9.00 to 17.00

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.

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.

What to do if you are unhappy with our behaviour- for conveyancing matter.

This department is regulated by the Council for Licensed Conveyancers (CLC).

Therefore, you can complain to this authority about our conduct (service).

You can contact the CLC using the following details:

Telephone 0207 250 8465
Email clc@clc-uk.org
Web www.clc-uk.org/consumers/reporting-problems/

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.