PARTNERS
ARUN N. LOPEZ BSC. TEP
SYED SHAH BA

CONSULTANTS
JEFFREY J. HORSTMAN TEP
ROBERTA DAVIDSON LL.B (NON PRACTISING)

**PALMERS**
**SOLICITORS**

FOUNDED IN 1958 BY
N. JOHN PALMER (1928 – 2019)

89-91 CLARENCE STREET
KINGSTON UPON THAMES
SURREY KT1 1QY

TELEPHONE: 020 8549 7444
DX 31524 KINGSTON UPON THAMES
FAX NO: 020 8547 2117
enquiries@palmerssolicitors.co.uk
www.palmerssolicitors.co.uk

**Palmers Solicitors Complaints Handling Procedure.**

At Palmers, we define a complaint as a written expression of dissatisfaction, labelled as a complaint filed in accordance with our Complaints Handling Procedure.

This document sets out what you should do if you are dissatisfied with our service.

We want to give you the best possible service. However, clients are welcome to tell us if they feel that they are not receiving the service they had hoped for. Our immediate aim will be to rectify the matter promptly and, it goes without saying, any complaint will be reviewed and acted on both promptly and thoroughly. Clients should first raise any dissatisfaction or complaint with the solicitor who is looking after their instruction and, as a firm, we will then do our best to resolve any issues raised. However, if a client remains unhappy after that, they can complain to the supervising solicitor. The supervising solicitor will investigate the complaint and contact the client. Rest assured, making a complaint will not affect how we handle your case.

A dissatisfied client should place their complaint in writing (a written complaint by email will be accepted) to the supervising solicitor. The client should explain what action they want us to take. On receipt of any such correspondence, the supervising solicitor or the firm's Designated Complaints Handling Officer will, firstly and promptly, write to the client to confirm receipt of the complaint. This written communication will confirm any discussion or actions that may have taken place (following receipt of the written complaint), whilst also confirming what we as a Firm will be doing by way of our attempts to resolve the complaint to the client's full satisfaction. Any work that we undertake in respect of your complaint will be conducted at no extra cost to you.

We will ensure that we undertake a full and fair investigation in respect of any reasonable complaint. The involvement of our Designated Complaints Handling Officer will provide objectivity and impartiality within the complaints process, as they will not have been involved in the day to day running of a client's matter.

We always observe and respect a Client's wish for confidentiality and abide with all relevant data protection laws in this regard. We aim to thoroughly address all matters raised and to provide a comprehensive response as quickly as possible. Usually, the timescale for our response will be that which is deemed to be acceptable by the client.

Any justified complaint will be acted on and we will arrange any necessary changes and/or improvements (whether procedural or by way of retraining) to avoid any repeat occurrences. The Legal Ombudsman can assist you if we are unable to resolve your complaint. They will look at your complaint independently and, again, the involvement of the Legal Ombudsman will not affect how we handle your case.

Conveyancing Quality ACCREDITED

**ASSISTANT SOLICITORS: SHIHAN NAGOOR LLB; JESSICA D. COLLINS MA (Resolution Member); and LARISSA BOURGI LLB Hons (Resolution Member)**
Palmers Solicitors is the trading name for Palmers Solicitors, Kingston upon Thames LLP (Company Number: **OC434172)**
Palmers Solicitors, Kingston upon Thames LLP is authorised and regulated by the Solicitors Regulation Authority – SRA No. 815953

**What to do if we are unable to resolve your complaint.**

Before accepting a complaint from you for investigation, the Legal Ombudsman will wish to ensure that you have tried to resolve your complaint with us first. If you have participated within our internal complaints process, as outlined within this letter, and still remain dissatisfied then you are able to take your complaint to the Legal Ombudsman within 12 months of receiving a final response from us to your complaint. In addition, your complaint to the Legal Ombudsman must be made no more than six years from the date of any act or omission and no more than three years from when you should have reasonably known that there was cause for complaint.

The contact details for the Legal Ombudsman are:

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| Website: | www.legalombudsman.org.uk |
| Telephone Number: | 0300 555 0333 (This line is open between 9.00am & 5.00pm). |
| Email: | enquiries@legalombudsman.org.uk |
| Address: | Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ |

Additionally, the Solicitors Regulation Authority is available if a client is unhappy with the behaviour of a firm of solicitors' behaviour.

The Solicitors Regulation Authority can help if you are concerned about such things as unfair treatment on account of age, race, a disability etc.

The contact details for the Solicitors Regulation Authority are:

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|---|---|
| Website: | www.sra.org.uk (This website explains how you can raise your concerns with the SRA). |
| Telephone Number: | 0370 606 2555 (International Callers: +44 (0)121 329 6800) |
| Email: | contactcentre@sra.org.uk |
| Address: | The Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN |

Thank you.