

COMPLAINTS PROCEDURE

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, contact us with the details. We have 8 weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman if you are an individual, small business, charity, club, society, association or trust with a turnover of less than £1 million.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 working days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within 1 working day of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within 1 working day of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps.
 - a. We will pass your complaint to Mr. Corbett, our Managing Director, within 3 working days.
 - b. He will ask the member of staff who acted for you to address the content of your complaint within 5 working days.
 - c. He will then examine their reply and the information in your complaint file. And, if necessary, he may also speak to them. This will take up to 3 working days from receiving their reply and the file.
5. Mr. Corbett will then invite you to meet him and discuss and hopefully resolve your complaint. He will do this within 3 working days.
6. Within 2 working days of the meeting Mr. Corbett will write to you to confirm what took place and any solutions he has agreed with you.
7. If you do not want a meeting or it is not possible, Mr. Corbett will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 working days of completing his investigation.
8. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways:
 - a. We will ask our local Law Society or another local firm of solicitors to review your complaint within 5 working days. We will let you know how long this process will take.
 - b. We will invite you to agree to independent mediation within 5 working days. We will let you know how long this process will take.
9. We will let you know the result of the review within 5 working 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.
10. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint. The Legal Ombudsman's contact details are:

The Legal Ombudsman,
PO Box 6806,
Wolverhampton, WV1 9WJ, United Kingdom
Tel: 0300 555 0333
+44 0300 555 0333 (if calling from outside the UK)
enquiries@legalombudsman.org.uk
www.legalombudsman.org.uk

Corbett & Co International Construction Lawyers Ltd

George House, 2 Claremont Road, Teddington TW11 8DG United Kingdom

T + 44 (0)20 8614 6200 E info@corbett.co.uk www.corbett.co.uk

11. Normally, you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint and within 6 years of the act or omission about which you are complaining having occurred (or within 3 years after you should reasonably have known that there were grounds for complaint). For further information you should contact the Legal Ombudsman.
12. If you are a consumer (i.e. an individual acting for purposes which are wholly or mainly outside your trade, business, craft or profession) alternative complaint bodies exist which are competent to deal with complaints about legal services should both you and Corbett & Co. wish to use such a scheme. One such scheme is run by CEDR at <http://www.CEDR.com>. We agree that we will use this service to resolve a consumer dispute if you also agree.
13. There are times when a complaint can be made to our regulator, the Solicitors Regulation Authority (SRA). Such times are when we have broken SRA rules for solicitors. More details can be found on the SRA website here <https://www.sra.org.uk/consumers/problems/reportsolicitor/>
14. If we have to change any of the timescales above, we will let you know and explain why.

Who to Contact

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