

DAVID BARTON SOLICITOR ADVOCATE
CLIENT COMPLAINTS PROCEDURES

My complaints policy

I am committed to providing a high-quality legal service to all my clients. When something goes wrong I need you to tell me about it. This will help me to maintain and improve my standards.

I take very seriously all expressions of dissatisfaction from my clients. If you have received this leaflet, it is likely that you have already expressed your concerns verbally or in writing to me. This policy explains my procedures are handling complaints to ensure that each complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory resolution.

My complaints procedure

If you have a complaint, please write to me with the details.

What will happen next?

1. I will send you a letter acknowledging your complaint and asking you to confirm or explain the details. I will also let you know who will be dealing with your complaint. You can expect to receive my letter within three days of me receiving your complaint.
2. I will record your complaint in my central register and open a file for your complaint. I will do this within a day of receiving your complaint.
3. I will then start to investigate your complaint. This may involve one or more of the following steps:
 - If I acted for you, I will consider your complaint. I will then send you my detailed reply or invite you to a meeting to discuss the matter. I will do this within ten days.
 - I will ask another independent solicitor to investigate your complaint and report to me. I do this because I am a sole practitioner and do not as a consequence have another solicitor in my firm to carry out the investigation. I will do this within three days.
4. I will then write inviting you to meet me and discuss and hopefully resolve your complaint. I will do this within three days.
5. Within two days of the meeting I will write to you to confirm what took place and any solutions I have agreed with you.
6. If you do not want a meeting or it is not possible, I will send you a detailed reply to your complaint. This will include my suggestions for resolving the matter. I will do this within five days of completing my investigation.

5. At this stage if you are still not satisfied, you can write to me again. I will then arrange to review my decision. This may happen in one of the following ways:
 - I will review the decision myself within five days.
 - I will arrange for someone who is not connected with the complaint to review my decision. I will do this within ten days.
 - I will ask my local law society or another local firm of solicitors to review your complaint within ten days. I will let you know how long this process will take.
 - I will invite you to agree to independent mediation within five days. I will let you know how long this will take.
6. I will let you know the result of the review within five days of the end of the review. At this time I will write to you confirming my final position on your complaint and explaining my reasons. I will also give you the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact him about your complaint.
7. If I have to change any of the timescales above, I will let you know and explain why.

Unresolved issues

If, in the unusual event that we are unable to resolve the matter to your satisfaction, you are able to take the matter up with the Legal Ombudsman.

The contact details are:

Legal Ombudsman,
PO Box 6806
Wolverhampton,
WV1 9WJ

The telephone number is 0300 555 0333. E mail is enquiries@legalombudsman.org.uk.