

**COMPLAINTS PROCEDURE**

**Our Procedure for Handling Complaints from Clients**

Blaser Mills Law is committed to providing a high-quality legal service to all our clients. Unfortunately, despite our very best-efforts, things do sometimes go wrong. Mistakes and misunderstandings can occur, and our reputation depends on these problems being dealt with sympathetically and quickly. This is an essential part of our 'Quality Service' approach.

So that we may achieve this, we have a procedure for dealing with complaints from clients. This allows us to be able to resolve as many as possible and hopefully aid us in retaining the goodwill of our clients.

**How Do You Complain?**

If you are not satisfied with the service being provided by Blaser Mills Law, then you should first make your concerns known to the partner or staff member who is dealing with your matter. Hopefully, the matter can be quickly resolved. However, if you feel the matter is more serious or several factors are involved then we ask you to write to the partner or staff member who is handling your matter detailing all aspects of your complaint and, if appropriate, state what remedial action you expect from us. On the few occasions when our response does not satisfy the concerns raised then, as detailed in our Terms of Business letter, you should write to the:

Compliance Solicitor, 40 Oxford Road High Wycombe Buckinghamshire HP11 2EE   
**How Do We Deal with Your Complaint?**

Compliance Solicitor Lucy Kempson, or a member of her team, will log your complaint. Your file will be examined without delay and, if not already provided, we will ask you for full details of the areas of dissatisfaction you wish to raise in writing. If it is not appropriate for Lucy Kempson or one of her team to carry out a review of the papers themselves, we will allocate an appropriate partner to do so and we will advise you of who that person is.

Our objectives are to ensure that you, the client:

* Receive a quick initial acknowledgement of your complaint
* Are satisfied that the complaint is being dealt with seriously
* Receive a full reply within a reasonable time frame.

We aim to reply within 21 days of your letter to the Compliance Solicitor. This allows time for the file to be read through and ensures that adequate time is given for all issues raised by you to be fully addressed in our reply.

**What to do if we cannot resolve your complaint?**

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.

The Legal Ombudsman expects your complaints to be made to them within 6 years of the date of the act or omission about which you are concerned or within three years of you realizing there was a concern. You must also refer your concerns to the Legal Ombudsman within 6 months of our final response to you. However, please note that from 1st April 2023 these time limits are changing. From 1st April 2023 the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omissions about which you are concerned or within a year of you realizing there was a concern. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

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

**Contact details**

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 55 0333 between 09.00 to 17.00

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Write: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

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