

## **Client complaint policy J O'Neill & Co Solicitors**

J O'Neill & Co Solicitors is committed to providing high quality legal services to all our clients and we hope that you will have no issues with our service, but if something has gone wrong please tell us. Please raise any issues , problems , concerns initially with the person acting on your matter to give them the opportunity of resolving the matter. Often matters can be quickly resolved in this way.

If you feel a concern or a complaint has not been dealt with to your satisfaction as above you should contact us as soon as possible so this can be addressed.

This can be done in writing to Joanne O'Neill at J O'Neill & Co Solicitors, Unit 3 Forum Court 32-34 King Street Southport PR8 1JX or [joanne@oneillsolicitors.co.uk](mailto:joanne@oneillsolicitors.co.uk)

### **What will happen next?**

- 1 We will send a letter acknowledging receipt of the complaint within five days of our receiving the complaint, enclosing a copy of this procedure. Please let us know of any particular requirements you may have eg large print etc.
- 2 We will then investigate the complaint. This will normally involve us reviewing the file.
- 3 We will then invite you to a meeting to discuss and, it is hoped, resolve your complaint within 14 days of sending you the acknowledgement letter as above.
- 4 Within three days of the meeting, Joanne O'Neill will write to you to confirm what took place and any solutions we have agreed with you.
- 5 If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- 6 At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another review of the decision/file.
- 7 We will write to you within 14 days confirming our final position on your complaint and explaining our reasons.
- 8 If you are still not satisfied, you can ask the Legal Ombudsman to consider your complaint. We hope that this does not become necessary and that we can resolve matters between ourselves but we confirm the Legal Ombudsman's contact details are:

Address: PO Box 6806, Wolverhampton, WV1 9WJ - Telephone: 0300 555 0333  
-from 8.30 am to 5.30 pm

E-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within the following timescales:

- six years from the date of the act or omission about which you are complaining occurring; or
- three years from the date you should reasonably have known there were grounds for complaint.

If we have to change any of the timescales above, we will let you know and explain why.

The Solicitors Regulation Authority can also help you if you are concerned about certain issues such as any suggestion of dishonesty on our part, or that we have taken or lost your money, or have treated you unfairly because of your age, a disability or other characteristic.

The Solicitors Regulation Authority can be contacted as follows:

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

Call: 0370 606 2555 8.00 to 17:00 Monday to Friday or

Email: [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk) or

by post at Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN

### **Complaints in relation to bills**

The complaints procedure above also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; the Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for assessment of that bill.

J O'Neill & Co Solicitors