

James Murray Solicitors Complaints Handling Policy

We want you to be happy with the service that we provide at James Murray Solicitors but sometimes things do go wrong. Our Complaints Policy is designed to help you bring your dissatisfaction to our attention so we can look at what has happened and provide you with an explanation. We welcome feedback and we hope that you will let us know if you believe you have reason to complain about any aspect of our service or a bill. If you tell us as soon as you feel there is a problem, we can take steps immediately to fix any issues you may have. You will not be charged for the work involved in investigating a complaint made by you.

Our Complaints Procedure

When we receive your complaint, it will be recorded in our Central Register and we will write to you to acknowledge we have received it, within 2 working days of receipt. We will give you the opportunity to attend a meeting to discuss and hopefully resolve your complaint.

If you do wish to complain, you should address your concerns to: Paul Fletcher, Managing Partner, James Murray Solicitors, 41 Merton Road, Bootle L20 7AP – Telephone Number: 0151 933 3333. e-mail address: pfletcher@jamesmurraylaw.com

Mr Fletcher has overall responsibility for Complaints Handling, however your complaint may be dealt with by a member of our Management Team who will act as Complaint Handler and we will inform you of that person's name when acknowledging receipt of your complaint.

Whilst it is not essential for you to put your complaint in writing, it would be helpful if you could ensure that you clearly explain the nature of your complaint, describe the facts and events relating to it and what (if any) loss may have incurred as a result.

What happens next?

- As mentioned above, we will send you a letter acknowledging receipt of your complaint within 2 working days of receiving it, enclosing a copy of this procedure and letting you know who will be dealing with your complaint.
- We will then investigate your complaint. This will normally involve a review of your matter file and within 7 working days we will speak to the member of staff who acted for you.
- If you attend a meeting, we will write to you to confirm what took place, within 3 working days of that meeting, and set out any solutions that have been agreed with you.
- If you do not wish to meet to discuss your complaint, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.

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James Murray Solicitors, Offices at:-
41 Merton Road Bootle, Liverpool L20 7AP Tel : 0151 933 3333 and 64 St Anne Street, Liverpool L3 3DY Tel: 0151 207 9910
info@jamesmurraylaw.com www.jamesmurraylaw.com

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- At this stage, if you remain dissatisfied with what we have said and how we propose to resolve your complaint, we can arrange for our decision to be reviewed. This may happen in one of the following ways:
 - our own review of our handling of your complaint – within 5 working days;
 - by arranging for someone else from our Management Team, who is entirely unconnected with the complaint, to review how it was handled and the decision taken – within 10 working days.
 - by asking our local law society or another local firm of solicitors to review our handling of, and the decision on, your complaint (if they are willing to do this). This might take the form of mediation or some other type of alternative dispute resolution by an alternate complaints body such as ProMediate www.promediate.co.uk or Small Claims Mediation www.small-claims-mediation.co.uk who are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. – within 10 working days.
- We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you remain dissatisfied at the end of our complaints process, you would then be at liberty to contact the Legal Ombudsman. The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when someone should have found out about the problem. However, if we send a final written response to your complaint within eight weeks of receiving it, the time limit for you to refer the matter to the Legal Ombudsman would be six months from the date of that final response:-

- where you have made a complaint to us and received a final response in the previous six months; and
- the issue you wish to complain about happened on or after 6th October 2010*; or
- if the issue happened before 6th October 2010, you only became aware of it on or after 6th October 2010

**the formal rules state that either the issue must have occurred in the last six years or the date of awareness must be within the last three years. However, the time limits will be extended gradually from 6th October 2010, the date the Legal Ombudsman opened for business"*

If you would like more information about the Legal Ombudsman, their contact details are as follows:-

- Website – www.legalombudsman.org.uk
- Address - Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ
- Telephone - 0300 555 0333 between 8.30am to 5.30pm (calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines. Calls are recorded and may be used for training and monitoring purposes.

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