

Client Complaints Handling Policy

1. About this Policy

- 1.1. We are committed to providing the highest standards of professional legal service to all our clients. We therefore strive for continuous improvement in all we do, by listening to and learning from the experiences of our valued clients.
- 1.2. 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 because this is an essential part of our 'Quality Service' approach. So that we may achieve this, we commit to addressing your concerns promptly and fairly. We have a procedure for dealing with complaints which we will not charge you for.

2. How do you complain?

Complaints from Clients

- 2.1. If you wish to raise concerns about our service or charges, then you should, in the first instance, contact the person who is working on your matter to discuss your concerns, and they will do their best to resolve any issues. If you feel the matter is more serious, for example, if you consider there has been a breach of the SRA Code of Conduct for Regulated Firms or for Regulated Individuals or several factors are involved, then we ask that you to write to the Supervising Director, who is the person responsible for overall supervision of your matter. If you are unsure who these individuals are, you will find their names in the engagement letter you received when we first started to act for you.
- 2.2. If you do not feel able to raise your concerns with either of these people, or you feel their response does not satisfy the concerns raised, then you should write to (by letter or email) our Compliance Officer for Legal Practice (COLP), whose contact details are on our website (www.isadoregoldman.com or www.isadores.com). We will acknowledge your initial complaint within 3 working days of receipt and explain when we expect to contact you further. We might need to ask you for more information about your complaint before we can consider and respond to it.
- 2.3. How we deal with your complaint will depend on the nature of the complaint and how you respond to any request we make for more information. We commit to addressing and responding to your complaint within 8 weeks of your correspondence to the COLP but in most cases would expect to do so more quickly than this.

3. What to do if we cannot resolve your complaint?

- 3.1. 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 your case.
- 3.2. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. You will have to file your complaint with the Legal Ombudsman within 6 months of receiving a final response from us about your complaint. The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. If the Legal Ombudsman is satisfied with this firm's proposal for resolving a complaint are reasonable, it may decline to investigate further.
- 3.3. If you would like more information about the Legal Ombudsman, their contact details are as follows:

Visit: www.legalombudsman.org.uk

Telephone: 0300 555 0333 between 9.00am to 5.00pm

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

- 3.4. The Legal Ombudsman considers complaints about the quality of legal services that clients receive. In the unlikely event that you have more serious concerns that a solicitor or the firm have been involved in professional misconduct, then it may be appropriate for you to refer this to the Solicitors Regulation Authority.
- 3.5. We do not anticipate any such problems arising and would ask that you notify the Supervising Director named in the engagement letter straight away if you have any such concerns.
- 3.6. You can find out more about the Solicitors Regulation Authority and the Standards and Regulations that govern the conduct of solicitors and other law firms, via the details set out below:

Visit: <https://www.sra.org.uk>

Telephone: 0370 606 2555

Post: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham B1 1RN

4. Complaints about your bill

- 4.1. If you are complaining about our bill, in addition to referring your complaint to the Legal Ombudsman, you may be entitled to ask the court to assess your costs under Part III of the Solicitors Act 1974. However, be aware that if you have done so, the Legal Ombudsman may not be able to consider a complaint about the same issues.

5. Alternative dispute resolution (ADR)

- 5.1. Other ADR services providers exist that are competent to deal with complaints in the legal sector including Pro Mediate. However, we believe that the Legal Ombudsman offers our clients the most

appropriate forum to seek resolution of their concerns. Therefore, we have not adopted an alternative ADR procedure and do not agree to use another ADR organisation.

6. Complaints from non-clients

- 6.1. We are committed to dealing with complaints from all parties with whom we deal, for example, from beneficiaries, third parties, other professionals, or suppliers.
- 6.2. If your complaint relates to a matter where we are acting for a client, in the first instance we ask that you try to resolve any issues with the individual dealing with the matter on a day-to-day basis. Alternatively, you can ask the individual for details of the Director who is supervising the matter and make your complaint to that Director.
- 6.3. In all other situations, you should make your complaint to the COLP whose contact details are on our website (www.isadoregoldman.com or www.isadores.com).
- 6.4. We will acknowledge your complaint within 3 working days of receipt and explain when we expect to contact you further. We might need to ask you for more information about your complaint before we can consider and respond to it. We commit to addressing and responding to your complaint within 8 weeks of your correspondence to the COLP but in most cases would expect to do so more quickly than this.
- 6.5. If you are not satisfied with the way we have dealt with your complaint, then:
 - 6.5.1. You may wish to contact the Legal Ombudsman to find out whether they are prepared to try to resolve your complaint (the Legal Ombudsman will usually only get involved in complaints made by clients in respect of services provided by their own lawyers).
 - 6.5.2. You can look on the Legal Ombudsman's website for details of other organisations who may be prepared to deal with your complaint.
 - 6.5.3. If your complaint arises in the context of court proceedings, you should consider whether to raise your complaint with the court.
 - 6.5.4. If you consider that our behaviour is in breach of the SRA Code of Conduct for Regulated Firms or for Regulated Individuals or several factors are involved, then you may consider referring your complaint to the Solicitors Regulation Authority.

Data Protection Complaints

- 6.6. If you have a data protection complaint, please refer this to our Data Protection Officer who will acknowledge this within 30 days of receipt. Your complaint will then be assessed and investigated without undue delay. Following investigation, appropriate steps will be taken to deal with the complaint, and we will inform you of the outcome, the reasons for the decision, and any action taken or proposed. Where the complaint is upheld in whole or in part, we will implement proportionate remedial action, which may include correcting or deleting data, restricting or changing processing activities, updating records, improving controls, providing further explanation, additional staff guidance or training, or taking other appropriate compliance measures.
- 6.7. You may also raise concerns with the Information Commissioner's Office (ICO) if you remain dissatisfied.

Visit: www.ico.org.uk/make-a-complaint

Telephone: 0303 123 113 between 9.00am to 5.00pm Monday to Friday