

**THORNEYCROFT SOLICITORS LIMITED**  
**COMPLAINTS PROCEDURE**

**Our Complaints Policy**

We are committed to providing a high-quality legal service to all of our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

In the first instance, we ask that you contact the person who is working on your matter, or their manager, to discuss your concerns. They will do their best to resolve any issues at this stage.

If you would like to make a formal complaint, please contact the Compliance department with the details. You can use our dedicated email address [complaints@thornecrofts.co.uk](mailto:complaints@thornecrofts.co.uk)

You will not be charged for complaining and it will not affect how we handle your matter. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

**What will happen next?**

1. We will acknowledge receipt of your complaint within two working days of receiving it, via letter or email, enclosing a copy of this procedure. We will record the complaint in our central register and open a designated complaint file.
2. A member of our Compliance department will then investigate your complaint. Your matter file will be reviewed and the member of staff who acted for you may be spoken to.
3. Upon completion of the investigation, the outcome together with our findings will be communicated to you in writing and may include suggestions for resolving the matter.
4. Alternatively, if considered appropriate, you may be invited to the office for a meeting to discuss and hopefully resolve your complaint. Within five working days of the meeting we will write to you to confirm the issues discussed and any solutions agreed with you.

5. We aim to investigate and respond to all complaints, where possible, within 21 working days of acknowledging receipt of your complaint.
6. Upon receiving our response, if you remain dissatisfied, you should contact us again within fourteen days and we will arrange for the decision to be reviewed.
7. We aim to let you know the result of any review, where possible, within 14 working days of receiving your request and will confirm to you in writing our final position, explaining the reasons for the decision reached.
8. If you are still not satisfied at this point, you can then contact the Legal Ombudsmen about your complaint at:

Post: Legal Ombudsman, PO BOX 6806, Wolverhampton, WV1 9WJ

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

Telephone: 0300 555 0333

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 or within six years of the act or omission about which you are complaining occurring (or within 3 years of when you should reasonably have become aware of it). The Legal Ombudsman has provided guidance on its service at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

9. If your complaint is in respect of our fees, you also have the right to challenge the fees by applying to the Court for an assessment of the bill under Part III of the Solicitors Act 1974.
10. If you have any concerns regarding our behaviour, such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic the Solicitors Regulation Authority can help you.

You can raise your concerns with the Solicitors Regulation Authority at <http://www.sra.org.uk/consumers/problems/report-solicitor.page>

If for any reason we are unable to comply with the timescales outlined above, we will let you know and explain why.