

**BONE & PAYNE LLP
SOLICITORS**

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CLIENT CARE POLICY

Our Standard of Service

We aim to provide high-quality service to all our clients and we are always looking at ways in which we can make it better. It is important that you tell us if you have any concerns with our service.

This leaflet explains what you should do and how we will deal with your concerns.

How We Regard Complaints

We always examine all complaints thoroughly to try to assess the causes. We also keep a central record of all complaints and their outcomes, and review it regularly. This helps us to quickly identify any factors that are having an adverse affect on our service, and correct them.

What you should do

If you are concerned about the service you receive, please tell the person dealing with your matter. There may be a simple answer to your concern. If that does not resolve your concern or you do not feel happy about talking to the person concerned, please contact Eirlys Douglas our Practice Manager. If she is not available, then you can contact one of the following partners at the office dealing with your matter.

- Colwyn Bay office: Jamie Herbert, Carys Jenkins
- Llandudno office: Gareth Tierney-Jones, Julie Bray, Gwyndaf Pari
- Old Colwyn Office: Mark Sandham.

Gwyndaf Pari, who is the firm's Compliance Officer for Legal Practice (COLP) has overall responsibility for client care issues.

You can tell us of your concerns in two ways. You can write to our Practice Manager at 55 Madoc Street, Llandudno LL30 2TW explaining why you feel that the service you have received has not come up to your expectations. She will forward your letter to the appropriate partner as soon as possible.

Alternatively, you can ask to speak to the Practice Manager on 01492 876354 if you wish to speak in person, then an appointment will be arranged as soon as possible. The Practice Manager will make notes and then summarise your concerns on paper and pass them to the appropriate Partner. If the Practice Manager is unavailable, then the addresses and contact numbers for the Partners appear in the heading of this document.

The address and telephone number of each office is given at the top of this leaflet.

What will happen next?

We will write to you acknowledging your complaint; we will also confirm who will be dealing with it and how it will be investigated. Before doing so, we may need you to give us more information and, if so, we will write and ask for it. The acknowledgement will be sent within 2 days of receiving your complaint.

As soon as we have all the necessary information, we will investigate your complaint. We will discuss it with the person who acted for you, and take into account all the information on your file.

If your complaint is relatively straightforward, we should be able to send you a response within 7 days. Otherwise, we will contact you and let you know the likely timescale.

Our final response will confirm what we have done to investigate your complaint and explain what, if anything, still needs to be done.

If you are not satisfied with our response you can write to us again. We will acknowledge your letter within 2 days, and let you know the likely timescale for the decision to be reviewed. We will then review our decision in one of the following ways.

- A Partner in the firm, who has not been involved in your complaint, will review it.
- Our COLP will review your complaint.

After the decision has been reviewed, we will write to you confirming our final decision on your complaint and explaining our reasons. We will also provide you with the details of an Alternative Dispute Resolution (ADR) approved body that is competent to deal with complaints about legal services. Alternative complaints bodies such as Ombudsman Services, www.consumer-ombudsman.org exist which are competent to deal with complaints about legal services. The matter can be referred to them if we both agree to use the scheme. We do not agree to use the scheme but are obliged from 1 October 2015, under European DIRECTIVE 2013/11/EU to make you aware of an ADR approved body. Under the provisions of the Directive you would have to be a “consumer”, namely an individual acting for purposes which are wholly or mainly outside your trade, business, craft or profession.

Our timescales for responding, mentioned in this pamphlet, will be kept to unless exceptional circumstances such as illness or staff absence dictate otherwise. If the timescales cannot be kept to, we will let you know why.

If you are not satisfied with our handling of your concerns, then you can ask the Legal Ombudsman to consider your complaint. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you

are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman's contact details are:-

Telephone: 0300 555 0333 Minicom: 0300 555 1777

Website: www.legalombudsman.org.uk Email: enquiries@legalombudsman.org.uk.

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

Please Note

1. If your complaint is specifically about our bill, you have the right to object to it and apply for an assessment of it under part III of the Solicitors Act 1974. If you should choose to exercise this right, and the court is assessing our bill, you may be unable to use the Legal Ombudsman service.
2. If you are complaining as a business client, unless you are a "micro business" (as defined by the European Union), you may not be able to use the Legal Ombudsman scheme, and should check the guidance on Legal Ombudsman's website.
3. If you refer your complaint to the Legal Ombudsman as a trustee/personal representative (executor/administrator) or beneficiary of the estate/trust of a person who, before they died, had not referred the complaint to the Legal Ombudsman the period runs from when the deceased should reasonably have known there was cause for complaint; and when the complainant (or the deceased) should reasonably have known there was a cause for complaint will be assessed on the basis of the complainant's (or deceased's) own knowledge, disregarding what the complainant (or the deceased) might have been told if he/she had sought advice.
4. If the ombudsman considers there are exceptional circumstances (e.g. serious illness or you were still within the time limits when you made your initial complaint to them) then he/she may extend any of the above time limits to the extent that he/she considers fair.