

MILNERS COMPLAINTS PROCEDURE

Our Complaint's Policy

We are committed to providing high quality legal services to all our clients.

When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our Complaint's Procedure

If you have any queries or concerns about our work for you please raise them in the first instance with the individual with day to day responsibility for the matter. If that does not resolve the issue to your satisfaction, or you would prefer to speak to somebody else, then please contact the supervising Partner responsible. If that does not produce a satisfactory solution please refer the matter to me, Simon Bass, as I am the Firm's complaint's Partner.

What will happen next?

- (a) I will send you a letter acknowledging your complaint and asking you to confirm or clarify the details set out. I will also let you know the name of the person who will be dealing with your complaint. In the normal course of events I will investigate the complaint personally. On occasions, however, I may elect one of my Partners to deal with the complaint. You can expect to receive the letter acknowledging your complaint within 7 days of receiving your complaint. If I acted for you, I will ask Giles Ward who is the Senior Partner to deal with this complaint.
- (b) We will record your complaint in our central register and open a separate file for your complaint.
- (c) I (or whoever is to deal with your complaint) will then start to investigate your complaint. This will normally involve the following steps:-
 - Review of the file(s) to which your complaint relates.
 - Full consideration of the allegations made by you in your complaint.
 - Discussion with the Solicitor/Executive who acted for you.
 - If appropriate discussion with their Department Head and/or my Partners.
- (d) I expect my investigation to take no more than 21 days by which time I will write to you with my detailed reply to your complaint. This will include my suggestions for resolving the matter. Alternatively, I will write to you inviting you to meet me and discuss and hopefully resolve your complaint. That meeting will take place on the first mutually convenient date available.

Partners: **Simon Bass Giles Ward Andrew Price Mathew Haynes Victoria Barraclough Kirsty Linden**

Address: **Whitehall Waterfront, 2 Riverside Way, Leeds, LS1 4EH MDX: 12042 LEEDS**

Telephone: **0113 245 0852** Facsimile (Leeds): **0113 242 0469**

Email: **hello@milnerslaw.com** Website: **www.milnerslaw.com**

Office also at: **Pontefract (Upton) and Harrogate (as Nicholls and Co)**



- (e) At this stage, if you are still not satisfied you can contact me again. I will then review my decision in the light of any points you make. I will review my decision and let you have my response within 10 days.
- (f) At this stage, if you are still not satisfied we will refer your complaint to the Local Conciliation Scheme. This scheme is operated by the Legal Complaints Service. It involves members of the profession assisting its complaint's handling function by dealing with individual cases at a local level. By acting as an independent third party the Local Conciliation Scheme can bring objectivity to the situation with a view to sorting the matter out in a practical and informal fashion.
- (g) At this stage, if you remain unsatisfied you can contact the Legal Complaints Service or Legal Services Ombudsman and I will give you the name and address to contact them.
- (h) If I have to change any of the timescales above I will let you know and explain why.