

Client complaints procedure

Complaints Handling Procedure

We are committed to providing a high quality legal service 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 complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our director, Simon Jobson, who will receive your matter file and speak to the member of staff who acted for you.
3. Simon Jobson will then invite you to a meeting by telephone or in person to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting Simon Jobson will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Simon Jobson will send you a detailed written reply to complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. If you are still not satisfied, you can then contact the Office for Legal Complaints/Legal Ombudsman whose address is PO Box 15870, Birmingham B30 9EB about your complaint. Any complaint to the Office for Legal Complaints/Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Office for Legal Complaints (0300 555 0333 or refer to www.legalombudsman.org.uk).
7. If the Legal Ombudsman considers it appropriate, they may escalate a complaint to the Solicitors Regulation Authority (SRA): <https://www.sra.org.uk/consumers/problems/report-solicitor/>. You may report a solicitor or firm to the SRA yourself in the event of a breach of one of the seven principles, which are set out on the SRA's website: <https://www.sra.org.uk/consumers/who-we-are/sra-regulate/#principles>

If we have to change any of the timescales above, we will let you know and explain why.

JOBSONS SOLICITORS LIMITED

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