

Complaints handling procedure

Roskell Legal Limited strive to provide the best service possible to all of our clients. However, we understand there are occasions where clients may be dissatisfied with the level of service. We take all expressions of dissatisfaction extremely seriously.

In most cases where a client is dissatisfied with the level of service, a telephone call with the person who has conduct of the matter may help to resolve the concern, we ask that you please approach the member of staff who has conduct of your matter in the first instance with a view to resolving the issue. Should the concern be in relation to the member of staff who has conduct of your matter and you do not feel comfortable raising the concern with them, please advise our reception staff who will put you in contact with a relevant member of staff other than the member of staff who has conduct of your matter to attempt to resolve the issue.

If the above does not resolve the matter and you would like to make a formal complaint, please contact us with full details, either by way of email info@roskelllegal.co.uk or in writing to Roskell Legal Limited, 661/665 Kingstanding Road, Kingstanding, Birmingham B44 9RH marking your correspondence with 'FORMAL COMPLAINT'.

We will then send you a letter acknowledging receipt of your complaint within 5 working days, we will provide a copy of this procedure and details of the individual who will deal with your complaint, this is usually James Roskell (Solicitor and Director).

We will then review your file and speak with the member of staff who has conduct of your matter to investigate your complaint. We aim to provide a full written response to your complaint within 15 working days of our letter acknowledging receipt, this written reply will provide our suggestions to resolve the matter. We may contact you by way of telephone before sending the letter to explain the contents.

If either you confirm to us in writing you are satisfied with our reply or we do not hear from you within 10 working days of our written response we will assume you are satisfied with our reply and/or have withdrawn the complaint.

If you are not satisfied with our written response, you should contact us again and we will arrange for another individual to conduct a further review of the matter.

We will write to you within 10 working days of your request to confirm our final position.

If either you confirm to us in writing you are satisfied with our reply or we do not hear from you within 10 working days of our written response we will assume you are satisfied with our reply and/or have withdrawn the complaint.

If you are still not satisfied with our handling of your complaint you may be able to ask the Legal Ombudsman to consider your complaint.

You will usually need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint but no earlier than 8 weeks of making your formal complaint to us and no later than 6 years from the date of the act/omission or no more than 3 years from when you should reasonably have known there was cause for complaint.

As well as your right to complain about any of our bills under our complaints procedure, you can also apply for the bill to be assessed by the court under Part III of the Solicitors Act 1974, in which case the Legal Ombudsman may not consider your complaint.

For further information contact the Legal Ombudsman by way of post to The Legal Ombudsman PO Box 6806, Wolverhampton WV1 9WJ), by way of telephone on 0300 555 0333 or using their website www.legalombudsman.org.uk

The Solicitors Regulation Authority (SRA), our regulator, may help if you are concerned about our behavior.

There are limits on the types of complaints the SRA will consider. Please note the SRA are usually unable to consider complaints in respect of alleged poor service and these should be directed to the Legal Ombudsman.

For further information contact the SRA by way of post to The Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham B1 1RN by way of telephone on 0370 606 2555 or using their website www.sra.org.uk

Should we have to change the above timescales for any reason, we will let you know and explain why.