

ROSS SOLICITORS LTD COMPLAINTS PROCEDURE

We aim to deal with any complaints promptly, fairly, openly and effectively.

Our definition of a complaint is:

“any written or verbal expression of dissatisfaction referred to any person in our organisation by a client”.

A complaint can be identified through a letter, telephone call, e-mail or in the course of a face to face conversation.

A complaint may involve:

- Dissatisfaction with the handling of a case;
- Disappointment with an alleged lack of communication;
- Frustration with an alleged lack of case progress;
- An allegation of discrimination; or
- Dissatisfaction with the outcome of the case.

However, issues of a very minor nature, for example, not returning a non-urgent telephone call until the following day will not be recorded as a complaint.

It is the policy of the firm that:

- Every complaint made by a client is reported and recorded centrally;
- Every complaint received is responded to appropriately;
- The cause of the problem is identified, appropriate redress is offered, and unsatisfactory procedures are corrected.

We inform clients in writing at the outset of their matter of their right to complain and how complaints can be made. This is included in the Standard Terms of Business letter which also outlines, where the complaint has not been settled or dealt with to a client's satisfaction, details of their right to complain to the Legal Ombudsman, the time frame for doing so and full details of how to contact the Legal Ombudsman.

When a client makes a complaint, a response will be sent promptly which outlines the action to be taken. Where appropriate, we shall ensure that our procedure is tailored in response to the needs of our individual clients, especially those who are vulnerable.

We report and record every complaint made centrally. All complaints are referred to Gordon Hotson in the first instance, who:

- Reviews the matter with any staff member involved;
- Identifies the cause of any problems of which the client has complained;
- Determines what degree of validity the complaint has; and
- Decides how the complaint should be resolved.

Where Gordon Hotson identifies a potential negligence claim or where a client claims financial loss, compensation or threatens legal action, he will decide, in conjunction with our insurers, whether we should continue with this complaints procedure or adopt some other course of action.

We inform clients if we discover any act or omission which could give rise to a claim by them against us but before doing so fee earners must refer any such cases to their supervisor for advice. If the supervisor agrees that the circumstances of the case could give rise to a claim then the case must be referred immediately to Gordon Hotson who will decide, in conjunction with our insurers, what information should be provided to the client.