

Knox Ellis Client Complaints Procedure

Our aim is to provide the highest standards of client care at all times. The majority of our clients never have a cause for complaint and are very pleased with the service we provide. However we are not complacent and would always wish to know if you are unhappy with any aspect of our services.

If You Have a Complaint

If you are unhappy about any aspect of the service you have received or about the bill, the first step is to speak to the person who has been dealing with your matter. Most issues can be resolved quickly and amicably at this stage.

If the issue cannot be resolved to your liking or you wish to deal with someone else, please contact our group Complaints Partner, Emma Carey on 0151 281 9040 or by e-mail at emmacarey@msbsolicitors.co.uk or by post to MSB Solicitors, 4 St Paul's Square, Liverpool, L3 9SJ.

What will happen next?

1. We will write to you acknowledging your complaint and may ask you to provide further details if necessary. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within one week of us receiving your complaint.
2. We will record your complaint in our central register within seven days of receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps:-
 - a) We will pass your complaint to Emma Carey, our group client care partner, within one week.
 - b) We will ask the member of staff who acted for you to comment on your complaint within two weeks.
 - c) We will then consider your complaint, the comments of the relevant member of staff and examine your file. We will, if necessary, also speak to the member of staff who acted for you. This will take up to two weeks from receiving their comments and the file.
4. Emma Carey will then write to you with a detailed reply to your complaint. This will include our suggestions for resolving the matter. We will do this within eight weeks of our acknowledging your complaint.
5. However, if you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman (LeO), an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem.

If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of the date of our final response letter.

You can contact the Legal Ombudsman by visiting www.legalombudsman.org.uk contacting them on 0300 555 0333 or by email on enquiries@legalombudsman.org.uk

Or you can write to them at;

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Your right to complain is not restricted simply to our conduct but also about the amount of our bill. In addition to your rights to complain about our bill under our Complaints Procedure and to the Legal Ombudsman, you may also have a right to object to the bill by applying to the Court for an assessment of the bill under Part 3 of the Solicitors Act 1974. We are obliged to inform you that if all or any part of the bill remains unpaid, we may be entitled to charge interest upon it.

In addition to directing a complaint to the Legal Ombudsman (LEO) you will be able to refer your dispute for Alternative Dispute Resolution (ADR). There are three Institutions available to deal with disputes in the legal services sector, namely the Ombudsman Services, ProMediate and Small Claims Mediation. If required, we will provide contact details for those mediation services.

You also have the right to make a report to the Solicitors Regulation Authority (SRA) in the event the your complaint relates to;

- A breach of a Principle of the SRA Code of Conduct 2011 and/or;
- Allegations of dishonesty or discrimination.

To make a report see <http://www.sra.org.uk/consumers/problems/report-solicitor.page> or contact the SRA at

Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1RN

Tel : 0370 606 2555