



## **NEW QUADRANT PARTNERS LIMITED**

### **Complaints handling procedure**

#### **Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. If something goes wrong or you are unhappy with our service, 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 the partner responsible for your matter with the details. You should contact us within six months of the issue arising or of you becoming aware of the issue.

#### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will either involve the partner responsible for your matter investigating or passing your complaint to an Investigating Partner – whose name you will be notified of in our acknowledgement letter. The Investigating Partner will review your matter file and speak to the member of staff who acted for you and the partner responsible for the matter.
3. The Investigating Partner will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will aim to do this within 14 days of sending you the acknowledgement letter. If the nature of the complaint means we cannot meet this timescale you will be notified accordingly as to the reasons why and be given details of the expected timescale.
4. Within three days of the meeting, the Investigating Partner will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, the Investigating Partner will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter. If the nature of the complaint means we cannot meet this timescale you will be

notified accordingly as to the reasons why and be given details of the expected timescale.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the firm to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you may then contact the Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)) at P O Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333, about your complaint. Any complaint to the Legal Ombudsman must usually be made within one year of the end of the work we did for you, or within one year of finding out there was a problem.

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

If your complaint is about a bill you have the right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.