



Bennett Briegal LLP

Complaints Handling Procedure

Our complaints policy

Bennett Briegal LLP is a two partner firm of legal advisers to other professionals. Paul Bennett or Mark Briegal will be your day to day contact. The firm's aims include:

1. Happy clients;
2. Good service;
3. An open and transparent approach to all our dealings with you.

If you have a concern about your experience as a client including any bill received please let us know. You can do this by discussing the matter with us or emailing us with your concerns. We are committed to the highest levels of client service. We understand that sometimes despite our best efforts things can occasionally go wrong. If this happens we would like to know about it so that we can learn from it and further improve our standards.

We take all feedback and any complaints very seriously and please be assured that we will make every effort to resolve any concerns promptly and effectively.

If you have a complaint

Please contact the Partner who is handling your matter so that we can try to 'put things right' straightaway. If you prefer, as an alternative you should feel free to contact the other Partner (Paul Bennett 07785 623 644 or paul@bennettbriegal.co.uk or Mark Briegal 07973 283 678 or mark@bennettbriegal.co.uk).

If you remain dissatisfied, please refer your complaint to the firm's Complaints Officer, Paul Bennett, who will commence an investigation. If the need to do this arises please explain what you would like us to do to resolve matters. The procedure we will then follow includes (but is not limited to):

- Within two working days, we will send an acknowledgement of the receipt of your complaint;
- A full review will be undertaken by the Complaints Officer including assessing what has happened chronologically;
- In most instances an invitation will be sent to you to attend a meeting to discuss and hopefully resolve the complaint (this may be in person, by video call or by telephone);
- This will be followed up with a letter, within three days, confirming what took place and any solution agreed with you;

- If you do not wish to attend a meeting, or are unable to do so, a formal written response to your complaint will be sent within eight weeks of receipt of your complaint (this timescale reflects the mandatory rules of the Legal Ombudsman and not this firm's likely timescale), along with suggestions as to how we might resolve it;
- Following any meeting and/or the written response to your complaint, if you are still not happy you should contact us again. In these circumstances, the Complaints Officer will review the matter with the other Partner.

These procedures will be followed for all complaints. Please note, however, that any dissatisfaction with the amount of the fee we have charged you must be raised with us in writing within three months of the date of the bill.

If we have not been able to resolve your complaint to your satisfaction, then you can have the complaint independently looked at by the Legal Ombudsman or the Solicitors Regulation Authority.

The Legal Ombudsman deal with service and billing complaints. Before accepting a complaint for investigation the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- No more than one year from the date of the act or omission being complained about; or
 - No more than one year from the date when you should have realised that there was cause for complaint;
- and
- Within six months of receiving a final response to your complaint.

Please note these time limits. To contact the Legal Ombudsman you can telephone on 0300 555 0333, email enquiries@legalombudsman.org.uk, or write to Legal Ombudsman, PO Box 6167, Slough SL1 0EH. Alternatively, you can find more information by visiting www.legalombudsman.org.uk.

The Solicitors Regulation Authority does not deal with client service complaints, but may review with matters where the SRA Standards and Regulations 2019 have been breached by firms that they regulate (whilst this is highly unlikely to apply to your matter, but we are professionally obliged to inform you of their role). If the matter relates to poor service provided by a solicitor this should be referred to the Legal Ombudsman. Upon receipt of your complaint the Solicitors Regulation Authority aims to acknowledge it within ten to fifteen working days.

To contact the Solicitors Regulation Authority you can telephone on 0370 606 2555, email contactcentre@sra.org.uk, or write to The Cube, 199 Wharfside Street, Birmingham, B1 1RN. Alternatively, you can find more information by visiting www.sra.org.uk.

There may also be a right for you to object to your bill by applying to the court for an assessment under Part III of the Solicitors Act 1974.

We would normally expect to conclude our investigations and all stages of our complaints

handling procedures within eight weeks of your complaint. Sometimes delays are unavoidable however (for example finding convenient dates for a meeting, if we need to discuss issues with our insurance provider, etc.) and if we have to extend the above timescale above, we will let you know and explain why.

Finally, we stress if you raise an issue of concern with us we will try and resolve it but this procedure is in place to ensure if you have a concern it can be reviewed by us and after us by the Legal Ombudsman if necessary.

Who to contact

Please write to Paul Bennett, Complaints Officer of Bennett Briegal LLP, by email paul@bennettbriegal.co.uk.