



How to complain

What to expect from us

How to complain

We are sorry you are not satisfied with the service you have received from us. Our aim is to ensure we offer the best possible service to all of our clients and when our service has fallen below the standard you expect of us, we would like to hear about it.

What you can expect from us

- We will acknowledge receipt of your complaint within five working days.
- If further details are required before we can investigate your complaint, we will write to you for additional information. This will usually be within ten working days from receipt of your complaint.
- After investigating your complaint, we will write to you with a response and any suggestions for resolving your complaint. We aim to do this within 21 working days from receiving your complaint.
- If we are not able to meet these time scales we will write to inform you of the reason why and the new time scales.
- If you would prefer a meeting to discuss your complaint, this can be arranged once we have received all the information we require from you.
- If you are not satisfied with our proposal for resolving your complaint, you can appeal our decision which will then be reviewed by our Chief Executive, Gamer Ghafoor.
- We will do our best to resolve your complaint, but if you remain dissatisfied after receiving a response from Gamer Ghafoor, you can contact:

Legal Ombudsman, PO BOX 6806, Wolverhampton, WV1 9WJ
Telephone: 0300 555 0333 Email: enquiries@legalombudsman.org.uk
Visit: www.legalombudsman.org.uk
- You may contact the Legal Ombudsman if your complaint has not been resolved within eight weeks from the date that you made the complaint.

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- A six month time limit, from the date of our final response, normally applies to complaints to the Legal Ombudsman. Usually complaints must be made to the Legal Ombudsman within six years of the date of the reason for the complaint, or within three years of discovery of the reason for the complaint.

However, please note that the service provided by the Legal Ombudsman is only available to certain types of clients/organisations. Further details of those eligible for the service can be found on the Legal Ombudsman's website. Alternatively, you should contact the Ombudsman on the helpline number given above.

Under EU law, we are obligated to notify you that alternative complaints handling bodies exist (such as Promediate: Brow Farm, Top Road, Frodsham, Cheshire, WA6 6SP, 01928 732455, www.promediate.co.uk). These organisations can support you with complaints about legal services, should you wish to use this service.

However, given that the decision of the mediator is not legally binding on either parties, Flint Bishop do not see any benefit in using their services, and therefore, it is unlikely that we will agree to a referral to such alternative complaint handling bodies.

When a complaint becomes a claim

A complaint may arise out of poor service, a mistake or a combination of both. In the unlikely event that a mistake has been made, we are fully insured for such an eventuality and must notify our insurers. In this circumstance we are duty bound to advise you to seek independent legal advice.

Where poor service is also involved we will try and deal with this separately if we are able. You are free to make a complaint in any circumstance.

Andrew Cochrane, Chairman and Complaints Partner, can be contacted on **01332 226 142** or by email at andrew.cochrane@flintbishop.co.uk

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