

FREEMANS COMPLAINTS PROCEDURE FOR CLIENTS

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, contact us with the details.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. 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 five days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within three working days of receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps.
 - We will pass your complaint to Oluwole Osibona, our Client Care Partner, within three days.
 - He will ask the member of staff who acted for you to draft a reply to your complaint within 5 days.
 - He will then examine their reply and the information in your complaint file. And, if necessary, he may also speak to them. This will take up to three days from receiving their reply and the file.
 - You will then receive a detailed reply to your complaint within 10 days from the date of receipt of your letter of complaint. If the reply is likely to take longer than 10 days we will inform you within 5 days of receiving your complaint of the proposed timescale for a detailed reply.

4. At this stage, if you are still not satisfied you contact us again. We will then arrange to review our decision. This will happen in one of the following ways.

- We will ask you to attend a meeting to discuss and hopefully resolve your complaint.
- Another partner of the firm will review Oluwole Osibona's decision within 10 working days.

5. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

6. If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

They can be contacted on telephone number 0300 555 0333 (Minicom: 0300 555 1777); or by email at enquiries@legalombudsman.org.uk ; or by post at PO Box 6167, Slough, SL1 0EH.

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