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

In the unlikely event that you have are unhappy about any aspect of the service you have received or about our charges, please raise it with the fee earner with conduct of your matter in the first instance. Thereafter, if you are not satisfied, then you may contact us with the relevant details so that we may investigate the matter.

What will happen next?

1. We will acknowledge your complaint in writing. In that acknowledgement we will also let you know the name of the person who will be dealing with your complaint. This is usually Georgina Stavrou, our Complaints Partner, or in her absence, her deputy, Karol Hart, or another Partner at this Firm. You can expect to receive our written acknowledgment within two working days of us receiving your complaint. Any complaints relating to our handling of personal data will be referred to the Firm's Data Protection Officer, Michael Field, or in his absence his deputy, Leo Martin. The Data Protection Officers will investigate the matter, seek to resolve any concerns, and advise you of the applicable timescales.

2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within two working days of receiving your complaint.

3. We will then start to investigate your complaint. For non-data protection complaints this will normally involve the following steps.

- We will ask the member of staff who acted for you to draft a reply to your complaint within 7 working days.

- Georgina Stavrou, or the Partner handling your complaint will then examine their reply and the information on file. If necessary, they may also speak to the relevant fee earner or Head of department. This will take up to three working days from receiving their reply.

- You will then receive a detailed reply to your complaint within 14 working days from the date we acknowledged your complaint in writing. If the reply is likely to take longer than 14 working days we will inform you as soon as possible of the revised timescale for a detailed reply.

4. At this stage, if you are still not satisfied you can 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 the decision, and we will let you know the result of the review within 14 working days. If the review is likely to take longer than 14 working days, we will of course inform you as soon as possible of the revised timescale.

5. Please be aware that you will not be charged for our time in dealing with your complaint. Following the review, 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.

7. If you have serious concerns about our behaviour (e.g. dishonesty or fraud, misuse of your funds, discrimination etc) then in those circumstances, you may raise your concerns with our governing body, the Solicitors Regulation Authority. Their website has details of what they investigate and how you can raise any concerns with them: (https://www.sra.org.uk/consumers/problems/report-solicitor/)

8. If we are unable to resolve your complaint about our handling of your personal data, you have the right to take the complaint to the Information Commissioner. Please refer to the ICO (https://ico.org.uk/make-a-complaint/data-protection-complaints).

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