

# Complaints Procedure

In this Complaints Handling Procedure, the words 'we', 'our' and 'us' mean Roche Legal Limited a firm trading as Roche Legal. The firm is authorised and regulated by the Solicitors Regulation Authority No. 624200.

## Our Complaints Policy

We are committed to providing a high quality legal service to all of our clients. However, we also recognise that mistakes, misunderstandings, delays and other errors can occur.

When something goes wrong, we need you to tell us about it. This will help us to improve our standards. We will not charge you for handling your complaint.

## What Happens Next?

1. We will send you a letter acknowledging your complaint, enclosing a copy of this procedure, within 3 working days of us receiving your complaint.
2. We will then investigate your complaint. Once we have considered your complaint, we write to you further with a detailed written breakdown of our findings in response to your complaint. We aim to do this within 4 weeks.
3. You will then be invited to a meeting to discuss and hopefully resolve your complaint. This will be done within 7 working days of sending you our letter of findings following our consideration of your complaint.
4. Where you decide to attend a meeting we will, within 3 working days of the meeting taking place, write to you to confirm the and any solutions or remedies agreed with you. Such solutions or remedies may include but are not limited to:
  - A verbal or written apology
  - A review of our policies and procedures
  - An appropriate and proportionate reduction in our fees
  - An appropriate and proportionate refund of our fees
5. Alternatively, if you do not wish to attend a meeting, or it is not possible to hold one, we will send you a detailed letter which will include our suggestions for resolving the matter. This letter will be sent within 21 working days of us receiving confirmation that you do not wish to attend a meeting.
6. At this stage, if you are still not satisfied, you should contact us again. With your consent, arrangements will then be made for a member of the Solicitors Sole

Practitioners Group, local Law Society, or another solicitor to review your complaint. You will be advised of how long this will likely take.

7. You will be advised of the outcome of the review within 5 working days of the end of the review.
8. If you are still not satisfied you may wish to contact the Legal Ombudsman as the statutory complaints scheme for solicitors. You should be mindful of the Legal Ombudsman's time limits for accepting complaints. Normally, the complaint must be raised with the Legal Ombudsman within six years of the date of the act or omission you are complaining about. If this was over six years ago, they may be able to look at the complaint if your date of awareness of the act or omission was within the last three years. In addition to this, you need to raise your complaint with the Legal Ombudsman within six months from the date of our final written response to your complaint."
9. If you wish to refer your complaint to the Legal Ombudsman this must be done within 6 months of our final response to our complaint. If you would like more information about the Legal Ombudsman their contact details are as follows:

Visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call 0300 555 0333 between 8.30 am to 5.50 pm.

Calls to 03 numbers will not cost more than calls to national geographic numbers (starting in 01 or 02) from both mobiles and landlines.

Calls are recorded and may be used for training and monitoring purposes.

For minicom call 0300 555 1777. Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Do not send original documents to the Legal Ombudsman. They will scan any documents you send to them to make digital copies and then destroy the originals.

10. Alternative complaints bodies, such as Ombudsman Services (you can access their website at <http://www.ombudsman-services.org/>) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do agree to use Ombudsman Services.

If we have to change any of our firm's timescales above, we will let you know and explain why.