



## **COMPLAINTS HANDLING POLICY**

### **Making a complaint**

We are committed to providing all our clients with a high-quality service that is both efficient and effective. However if you aren't happy with something then we need you to tell us about it. This helps us to improve our processes and our standards.

It may be helpful initially for you to contact the person who is working on your case, or their manager, to discuss your concerns and to allow us to help resolve any issues and resolve situations. However if you do not feel comfortable doing this or you are unsatisfied with their response then please contact our Director Jeremy Mills whose contact details are:

Jeremy Mills  
Mills Keep Limited  
Dorset House  
5 Church Street  
Wimborne  
Dorset  
BH21 1JH

In order to process your complaint effectively please tell us:

1. Your full name and contact details
2. Any file reference you may have
3. Details about your complaint
4. Any timeline for your complaint
5. The outcome you would like from your complaint

### **What happens next at Mills Keep Limited?**

- We will acknowledge receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- Jeremy Mills will then investigate your complaint. Your matter file will be reviewed and staff who have acted for you will be spoken to
- Jeremy Mills will then write to you with his view on the complaint and if appropriate will make suggestions as to how it is resolved.
- If it proves impossible to resolve by correspondence then Jeremy Mills will invite you to a meeting to discuss and hopefully to resolve your complaint.
- If you do not want a meeting or it is not possible then Jeremy Mills will send you a detailed written reply to your complaint, including any additional suggestions for resolving the matter.
- We have eight weeks to consider your complaint. If we have not resolved it within this time, you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and a turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than

£1m, or if you fall within certain other categories, (you can find out more from the Legal Ombudsman). The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.

- 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.
- We will not charge you for handling your complaint. Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we can require this to be settled in full pending a determination by the Legal Ombudsman. The Legal Ombudsman service is free of charge.

## **The Legal Ombudsman**

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.

The Legal Ombudsman's contact details are:

Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

Or through their website: <https://www.legalombudsman.org.uk/how-to-complain/>

## **Alternative Dispute Resolution (ADR)**

ADR bodies exist to deal with complaints about legal services. We have chosen not to adopt an ADR process, if you wish to complain further you should contact the Legal Ombudsman.

## **Solicitors Regulatory Authority (SRA)**

You may also make a complaint to the Solicitors Regulatory Authority (SRA) if you are unhappy with our behaviour. The SRA investigate serious or repeated cases of poor behaviour or conduct, including; serious criminal offences, discriminating against you or others, dishonesty or fraud and misuse of client money. A more comprehensive list and further information on how to make your complaint and to download the report form can be found at: [www.sra.org.uk/report](http://www.sra.org.uk/report)

If you would like any other information about the SRA the link to their website homepage is: [www.sra.org.uk](http://www.sra.org.uk)