

COMPLAINTS POLICY

Bay Tree Solicitors Ltd
SRA 627 620

We aim to provide an efficient professional legal service to all clients, however, from time to time we recognise that something may go wrong.

If you are unhappy with any aspect of our service please let us know so that we can do our best to listen to your concerns, investigate and offer our considered response. We will, wherever possible, try to reach an amicable solution with you as quickly as possible.

Informal Resolution

Please raise the complaint at first instance with the solicitor who has been dealing with your matter and they may be able to resolve it for you.

Formal Complaints Procedure

If the solicitor acting for you has not been able to deal with your concerns to your satisfaction, please contact our Complaints Director

Complaints Director
Bay Tree Solicitors
61 Fore Street
Topsham
Devon
EX3 0HL

As soon as we are aware of your complaint we will do the following:

1. We will aim to contact you within 3 working days to discuss your concerns and obtain any additional details to enable us to investigate fully. If for any reason we are unable to contact you by telephone we will contact you by letter or email.
2. We will record your complaint in our central register and open a file for the complaint
3. Once we have obtained full details of the complaint we will investigate it by reviewing your file and discussing the issues with the person responsible for advising you. We will write to you with a detailed response to your complaint. We will use our best endeavours to conclude the investigations and provide our detailed response within 14 working days.
4. We will invite you to a meeting or to have a telephone conversation to discuss our response, and to try to agree a solution with you.

5. Whilst we hope that we will be able to resolve your complaint satisfactorily if at any stage you are dissatisfied with the progress of the complaints procedure, or the outcome, you can ask the Legal Ombudsman to become involved. Please be aware that you must notify the Legal Ombudsman of your complaint within six months of your last contact with us.

Address: Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ

Tel: 0300 555 0333 Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

If you have concerns about our behaviour

You can contact the Solicitors Regulation Authority (SRA) if you are concerned that our behaviour may be in breach of SRA Principles. To find out when and how to contact the SRA visit its website at <http://www.sra.org.uk>