

Complaints Policy

We are committed to providing high quality legal services to all our clients. Dealing effectively with any concerns is part of that service and also helps us to continuously improve our standards. Whilst we sincerely hope you never have cause for complaint, if something does go wrong, including in relation to our bill, we need you to tell us as soon as possible.

This Complaints Policy applies to legal services provided by Feakes & Co Ltd including any concerns about our professional conduct or potential breach of the Solicitors Regulation Authority or professional conduct rules.

Our complaints process is overseen by Michael Feakes.

How Do I Complain?

The first step is to either write or speak to the person who is dealing with your matter.

If you are not satisfied with the response, then you should contact us by email at admin@feakes-legal.com. To help us understand your complaint please tell us what you think we have got wrong and what you hope to achieve as a result of your complaint.

Complaints procedure

All complaints will be dealt with promptly in the first instance by Feakes & Co's Compliance Officer for Legal Practice. They will consider and investigate any complaint received in as objective a manner as possible.

A complaint will be acknowledged by email/letter within 7 days of receipt, enclosing a copy of this complaints policy.

The complaint will be answered within the next 21 days by letter, or if appropriate by an invitation to a meeting (in person or by telephone), with the aim of addressing and resolving the complaint.

You will be offered the right to request a review of our response by an independent senior solicitor (if you are unhappy with the response). In such a case, we will refer the matter to an independent senior solicitor, who will then review the decision and will write to you within 21 days of receiving the request for a review, setting out their decision. (Subject to availability and there being no conflict of interest, James Moss of Slate Legal will be our first choice of independent senior solicitor.)

Making A Complaint To The Legal Ombudsman

If you are not happy with the outcome of our complaints procedure, you may be able to make a complaint to Legal Ombudsman (LeO). The services offered by this body is free of charge and it will look at your complaint independently. A referral to it will not affect how we handle your matter. It

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usually require that a firm's complaints procedure has been exhausted before it will consider a complaint. If it is satisfied that a firm's proposals for resolving a complaint are reasonable, it may decline to investigate further.

LeO deals with service complaints from members of the public and small businesses, charities, clubs and trusts. Any complaint to LeO must usually be made within six months of the end of our final written response to your complaint and within six years of the date of the alleged act or omission about which you are complaining, or within three years of you becoming aware of it. Please contact LeO for more information on the time scales for making a complaint.

If you would like more information about LeO or the time scales that will apply to your complaint please contact them: visit: legalombudsman.org.uk; call: 0300 555 0333 between 9.00 to 17.00; email: enquiries@legalombudsman.org.uk; or write to Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.

Reporting Concerns About Professional Conduct

If your complaint relates to concerns about professional conduct and you are not happy with the outcome of our complaints procedure, you can report conduct concerns to the Solicitors Regulation Authority (SRA).

Feakes & Co Ltd is authorised and regulated by the SRA. The SRA can help you, or take action, if a solicitor, a regulated firm or a member of its staff has breached the SRA Principles. You can report concerns about professional conduct to the SRA, information about how to do this is on its website at sra.org.uk/consumers/problems/report-solicitor. To contact the SRA: call: 0370 606 2555, between 9.00 to 17.00; email: report@sra.org.uk; or write to the Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham B1 1RN.