



COMPLAINTS HANDLING POLICY

What is a Complaint?

A complaint is an expression of dissatisfaction with our legal services, such as delays, communication issues, costs, or how we handled your matter. It does not cover complaints about court/tribunal decisions or serious ethical breaches.

Statement of Policy

1. Canford Law are committed to providing a high-quality legal service to all of our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. We handle all complaints promptly, fairly, and free of charge.
2. If you have a complaint, please contact us with all of the details. We will then have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.
3. We can only handle complaints through this formal procedure if you are a client of Canford Law. If you are not a client, we will review your complaint in line with the SRA's guidance and inform you whether we are able to handle it under this policy.

What Will Happen Next?

4. On receipt of your complaint, we will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
5. We will then investigate your complaint. This will involve passing your complaint to the Managing Director who will review the complaint and speak to the member of staff who acted for you.
6. The Managing Director will send you a detailed written reply to your complaint including their suggestions for resolving the matter, within twenty-one days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an alternative Director to review your complaint.
8. We will write to you within fourteen days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
9. If we have not resolved your complaint within eight weeks, or if you are dissatisfied with our final response, you may take your complaint to the Legal Ombudsman.
10. You must refer your complaint to the Legal Ombudsman within six months of our final response. The Legal Ombudsman will normally only accept complaints made within one year of the act or omission, or one year from when you should reasonably have known there was cause for complaint.

If we Cannot Resolve your Complaint

11. If you are still not satisfied after our final review, you may be able to refer your complaint to the Legal Ombudsman (LeO), provided it relates to our legal services (e.g. How we handled your matter, communication, or costs) and not a court decision or serious misconduct.

12. You must contact the LeO:

- Within six months of the date of our final written response to your complaint (or the review, if requested).
- And within one year of the act/omission you are complaining about (or one year from when you reasonably knew there was cause for complaint).

The LeO has discretion to extend these deadlines if it is fair and reasonable.

Contact the Legal Ombudsman at:

Legal Ombudsman
PO Box 6806
Wolverhampton WV1 9WJ
0300 555 0333
enquiries@legalombudsman.org.uk
www.legalombudsman.org.uk

Making a complaint will not affect how we handle your legal matter.

For concerns about professional conduct (not service), contact the Solicitors Regulation Authority (SRA) at www.sra.org.uk or 0370 606 2555.

Accessibility of this Policy

This complaints procedure is available on our website <https://www.canfordlaw.co.uk/> or upon request. If you require it in an alternative format (e.g. large print), please let us know.

canfordlaw.co.uk