

FRANCIS & BUCK

CODE OF PRACTICE – COMPLAINTS HANDLING PROCEDURE

It is the aim of Francis & Buck to provide an efficient and accurate service to its clients. Nevertheless some complaints occasionally arise. If at any point you become unhappy or concerned about the service we are providing then you should inform us immediately so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is handling your case to discuss your concerns and we will do our best to resolve any issues.

How to make a formal complaint

If you would like to make a formal complaint then this will be dealt with as follows:

1. We have appointed Nicholas Crane, Partner, to deal with complaints. If you have a question or if you would like to make a complaint please contact him on:

E-mail: complaints@francisandbuck.co.uk

Francis & Buck, Celtic House, 20 Cathedral Road, Cardiff, CF11 9FB

Please note that making a complaint will not affect how we handle your case.

2. Once we have received your written complaint Nicholas Crane will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.

3. Within 21 days of receipt of your written summary Nicholas Crane will write to you to inform you of the outcome of his internal investigation and let you know what actions we have taken or will take.

What to do if we cannot resolve your complaint

If we are unable to resolve your complaint you may wish to refer it to the Legal Ombudsman. They will look at your complaint independently and it will not affect how we handle your case.

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 make your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint

If you would like more information about the Legal Ombudsman please contact them here:

Telephone: 0300 555 0333 (between 9.00am and 5.00pm)

E-mail: enquiries@legalombudsman.org.uk

PO Box 6806, Wolverhampton, WV1 9WJ

Or visit www.legalombudsman.org.uk

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority (SRA) can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the SRA:

www.sra.org.uk/consumers/problems/report-solicitor

Further help

If you require further assistance, please contact the Professional Ethics helpline:

www.sra.org.uk/contactus