

## Our Complaints Procedure

We want you to be happy with the service that you have had from TrentSide Legal Solicitors but sometimes things go wrong. Our Complaints Procedure is designed to help you bring your dissatisfaction to our attention so we can look at what has happened and provide you with an explanation.

You will not be charged for the work involved in investigating a complaint made by you.

Details of the Complaints Procedure are set out below:-

### 1. Who to contact

- We have a two stage internal complaints procedure details of which appear below. If we are unable to resolve your complaint through our internal procedures, you can then contact the Legal Ombudsman who is independent, impartial and who has official powers to resolve complaints. Details of how to contact the Legal Ombudsman also appear below.
- Initially, you should contact the Supervisor of the person who is the subject of your complaint. You will find the Supervisor's details in your initial paperwork. If you are unable to locate this information, you can contact our Complaints Manager, details of whom appear below.
- Our Complaints Manager is Helen Kirk.
- If the Supervisor is unable to resolve your complaint you can then refer the complaint to our Complaints Manager.
- If our Complaints Manager is unable to resolve your complaint you can then contact the Legal Ombudsman.
- You can also contact the Legal Ombudsman if 8 weeks have passed since you first made your complaint and your complaint remains unresolved.

### 2. How to make contact

- Complaints can be made by telephone, letter, fax and e-mail. Usually if your complaint cannot be resolved by the Supervisor of the person who is the subject of your complaint we will ask you to put your complaint in writing.
- The Supervisor of the person who is the subject of your complaint will normally work in the same office and will be identified in your initial paperwork. If you do not have this information, please contact our Complaints Manager.
- Our Complaints Manager's contact details are:-  
Helen Kirk  
Principal Solicitor  
TrentSide Legal  
Catharine Place Chambers  
10 - 14 Hickman Street  
Gainsborough  
Lincolnshire  
DN21 2DZ
- The Legal Ombudsman's contact details are:-  
Legal Ombudsman  
PO Box 6806,  
Wolverhampton,  
WV1 9WJ  
telephone: 0300 555 0333  
email: [enquires@legalombudsman.org.uk](mailto:enquires@legalombudsman.org.uk)  
website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- Alternative complaints bodies (such as Small Claims Mediation [www.small-claims-mediation.co.uk](http://www.small-claims-mediation.co.uk), Ombudsman Services [www.ombudsman-services.org](http://www.ombudsman-services.org) & ProMediate [www.proMediate.co.uk](http://www.proMediate.co.uk)) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We are obliged to tell you whether we agree to use these services, we do not.

### 3. When to make contact

- You should contact us as soon as you have a concern about an issue.
- You should not normally contact the Legal Ombudsman until we have attempted to resolve your complaint through our internal procedure or until 8 weeks have passed since the date when you first made your

complaint. We do not however wish to discourage you from contacting the Legal Ombudsman for further information and advice should you wish to do so.

- The Legal Ombudsman asks that you contact them within 6 months of your last contact with us.

#### 4. Timescales

- If a complaint is made to the Supervisor of the person who is the subject of your complaint the Supervisor will:-
- Acknowledge your complaint within 3 working days;
- Provide a substantive response to your complaint within 28 days.
- If a complaint is made to our Complaints Manager, she will:-
- Acknowledge your complaint within 3 working days;
- Provide a substantive response to your complaint within 28 days.
- If we have to change any of these timescales we will let you know and explain why.
- If you complain to the Legal Ombudsman they will contact you with their timescale for resolving your complaint.

#### 5. How we deal with your complaint

- If your complaint can be resolved by the Supervisor of the person who is the subject of your complaint this may, in simple matters, be done by telephone but will otherwise be in writing.
- Complaints made to our Complaints Manager will be dealt with in writing.
- An investigation into your complaint will involve a detailed look at your paper and/or electronic file. We will discuss your complaint with the person who is the subject of your complaint and anyone else who may have been involved in the matter who is the subject of your complaint.
- Our Complaints Manager will write to you with a detailed response to all aspects of your complaint. This will include any proposals for resolution of your complaint.
- Once our Complaints Manager has written to you in an attempt to resolve your complaint you can, if you wish, contact her to discuss matters further. If you are unhappy with our proposals to resolve your complaint (or if 8 weeks have elapsed since you made your complaint) you can at this stage, contact the Legal Ombudsman.