

COMPLAINTS HANDLING - POLICY & PROCEDURE

Our complaints policy

We are committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it as soon as possible. This will help us to improve our standards and enable us to do our best to resolve the problem. In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues.

Our complaints procedure

Making a complaint will not affect how we handle your case. If you would like to make a formal complaint about our service or a bill please contact us with full details. The person to contact is our Complaints Officer, Catherine Sousa and she can be reached at:

Sousa Law
16 College Place
Southampton
SO15 2FE

Tel – 023 8071 3060

Email – csousa@sousalaw.co.uk

What will happen next?

1. Within 3 working days of us receiving your complaint the Complaints Officer will send you a letter or email acknowledging your complaint and ask you to confirm or explain the details set out. We will also record your complaint in our central register and open a separate file for your complaint.
2. Within 10 working days, or earlier should there be a degree of urgency regarding the complaint, the Complaints Officer will then start to investigate your complaint. They will fully review your file and interview the fee earner concerned and may contact you for further details. If appropriate, you may be invited to discuss the complaint by telephone or in a zoom meeting with the complaints handler to discuss and hopefully resolve your complaint.
3. Within 3 working days of the telephone call, meeting, or completion of our investigations we will write to you with a detailed reply to your complaint and confirm any solutions proposed or that we have agreed with you.
4. At this stage, if you are still not satisfied with the outcome, you should contact us again and we will arrange for another Director to review the decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If we must change any of the timescales above, we will let you know and explain why.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. 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 take 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:

Legal Ombudsman Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority 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 [Solicitors Regulation Authority](#).