

Complaints Policy:

Definition: “A complaint shall be defined as any expression of dissatisfaction in whatever form, whether justified or not, from or on behalf of any person receiving advice or services through the firm (“JCLP”).”

Our aim is to give you a good service at all times. However if you have a complaint you are invited to let us know as soon as possible. It is not necessary to involve solicitors in order to make your complaint but you are free to do so should you wish.

A complaint may be made by any reasonable means, and at any time. Such means will include, but are not limited to: letters, e-mails, text, phone-call or fax.

Complaints Made by Telephone:

You may wish to make a complaint in writing and, if so, please follow the procedure below. However, if you would rather speak on the telephone about your complaint then please telephone us. Your received complaint will be dealt with in accordance with our Complaints Procedure. The person you contact will make a note of the details of your complaint and what you would like done about it. We will discuss your concerns with you and aim to resolve them. If the matter is resolved he will record the outcome, check that you are satisfied with the outcome and a record will be created reflecting such satisfaction. You may also wish to record the outcome of the telephone discussion in writing.

If your complaint is not resolved on the telephone you will be invited to write to us about it so it can be investigated formally.

Complaints made in Writing:

Please give the following details:

- Your full name and address
- Outline the member(s) you are complaining about;
- The issue or issues you are complaining about;
- The detail of the complaint, including the background thereof; and
- What you would like done about it.

Please address your letter to: Mr Jerry Carbon Esq., LL.B (Hons) 3 Dorking Way, Calcot, Reading, Berkshire, RG31 7AE. We will acknowledge receipt of your complaint within 3 working days and provide you with details of how your complaint will be dealt with.

Within 14 days of your letter being received we will commence the investigation thereof. If your complaint is against Mr Jerry Carbon, the matter will be referred to another person to investigate it. In any case, the person appointed will be someone other than the person you are complaining about.

The person appointed to investigate will write to you as soon as possible to let you know he has been commissioned to investigate the matter, and that he will reply to your complaint within 28 working days. If he finds later that he is not going to be able to reply to the said time, he will set a new date for his reply and inform you. His reply will set out:

- The nature and scope of his investigation;
- His conclusion on each complaint and the basis for his conclusion; and
- If he finds that you are justified in your complaint, his proposals for resolving the complaint, notwithstanding your views.

The person charged with responding to the complaints shall have the authority to settle complaints, and in appropriate cases offer redress.

Where JCLP decides that redress is appropriate, such redress may be by way of financial compensation, reduction in any unpaid invoice, offer a formal apology or make a monetary compensation.

Final response:

In making a final response, it is hoped that JCLP finding will be acceptable to the client. Alternatively, it will indicate to the complainant that if they are dissatisfied, they may refer the handling and outcome of the complaint to our regulators, and will give the complainant the addresses thereof, phone numbers or e-mail address of the regulators. We will comply fully with any requests and findings from our regulators.

JCLP will maintain records, and provide the regulators, on request, with details of all complaints handled along with other documents in order to allow the regulators to make an informed decision.

Legal Ombudsman:

Please note that the Legal Ombudsman, the independent complaints body for service complaints about lawyers, has a 6 year (The Limitation Act) time limit in which a complaint must be raised from the date of the act or omission complained of from when the complainant should reasonably have known there was cause for complaint without taking advice from a third party. The Ombudsman can extend the time limit in exceptional circumstances. We may therefore have regard to that timeframe when deciding whether they are able to investigate your complaint. We may not therefore usually deal with complaints that fall outside of the twelve month time limit.

The Ombudsman will also only deal with complaints from consumers. This means that only complaints from our client's are within their jurisdiction. Non-clients who are not satisfied with the outcome of our investigation or raise issues of misconduct should contact our regulators rather than the Legal Ombudsman.

It should be noted that it may not always be possible to investigate a complaint brought by a non-client. This is because the ability of JCLP to satisfactorily investigate and resolve such matters is limited and complaints of this nature are often better suited to the disciplinary processes maintained by our regulators. Therefore, JCLP will make an initial assessment of the complaint and if they feel that the issues raised cannot be satisfactorily resolved through the firm's complaints process, we will refer you to our regulators.

Confidentiality:

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary, subject to regulatory requirements. The regulators are entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

Our Policy:

As part of our commitment to client care, we make a written record of any complaint and retain all documents and correspondence generated by the complaint for a period of six years. We may inspect an anonymised record regularly with a view to improving services.

Complaints to the Legal Ombudsman:

If you are unhappy with the outcome of our investigation or findings and you fall within their jurisdiction, you may submit your complaint with the Legal Ombudsman namely within six years from the date of act/omission, or three years from when the complainant should have known about the complaint; and within six months of the complainant receiving a final response to their complaint at:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone number: 0300 555 0333
Email: enquiries@legalombudsman.org.uk

Complain to our Regulators:

We are registered with, and regulated by, the **Claims Management Regulator**. Their phone number is: 0333 200 0110.

Their email is: consumer@claimsregulation.gov.uk or write to them at:

Claims Management Regulation Unit
57 – 60 High Street
Burton-upon-Trent
Staffordshire
DE14 1JS

Our authorisation number is: CRM24062.

Nothing inserted there within will limit or restrict your right to seek remedy pursuant to the Limitation Act 1980.

We would welcome and take full part in any **Alternative Dispute Resolution** (“ADR”) suggested by you or us. The EU published a Directive on Alternative Dispute Resolution (ADR) in May 2013. The Directive aims to improve access to redress for European citizens and to improve the consistency and quality of dispute resolution schemes. The UK had to transfer the requirements of the EU ADR Directive into national law by 9 July 2015. We kindly suggest:

Ombudsman Services at: The Brew House, Wilderspool Park, Warrington, WA4 6HL Tel: 03304401614 E mail: enquiries@os-communications.org Web Address: www.ombudsman-services.org. No fees are charged for them receiving a consumer complaint via website, email, or by post.

END UNTIL FURTHER UPDATES....