



DMH STALLARD LLP COMPLAINTS PROCEDURE INFORMATION FOR CLIENTS

Our complaints policy

The DMH Stallard LLP complaints procedure is designed to be fair, accessible, and quick in resolving any problems.

Our aim as a firm is to resolve any concerns or complaints expressed by our clients (or others) through discussion and dialogue. Almost all concerns and complaints are resolved satisfactorily in this way.

All our staff are trained to deliver a high standard of client care. If any of our clients express concern about the way a matter is being dealt with, the person responsible for that matter will try and resolve things straight away.

Our complaints procedure

If your concern can't be resolved by the person you have been dealing with then please contact Richard Pollins, our Managing Partner, by writing to Griffin House, 135 High Street, Crawley RH10 1DQ, or emailing richard.pollins@dmhstallard.com or you can call his PA, Belinda Wild, on 01293 605044.

What will happen next?

Richard Pollins will acknowledge receipt of your complaint. He will let you know the name of the person who will investigate and deal with your complaint. You can expect to receive our acknowledgement within two working days of contacting us.

We will record your complaint in our Central Register and open a file straight away.

We will then start our investigation of your complaint. This may involve one or more of the following steps:-

- We will review your file
- We will talk to the person who dealt with the matter
- We may telephone you to ask you for some more information
- We may write to you to ask you for some more information

We hope to complete our investigation within 20 working days of you first contacting us, sooner if we can. If we ask you for more information then it may take a little longer for us to complete our investigation depending on how quickly you tell us what we need to know.



When our investigation is completed we will write to you to let you know the outcome. We will often invite you to talk to us about the matter on the phone or at a meeting so if you have any further questions or concerns these can be answered.

We hope by this stage your complaint will have been resolved but if you are still not satisfied you can contact us again and we will then arrange to review our decision with you.

We hope to resolve most complaints within 28 days of you contacting us. If this has not been possible then Richard Pollins will review your complaint or ask another senior member of the firm to do so. This would normally take about two weeks when we would contact you again to let you know the outcome of our review.

We will do our very best to resolve your complaint using this procedure, including any complaints that you may have about our bills. In the unlikely event that we are not able to do so to your satisfaction then we will write to you confirming our final position on your complaint and explain our reasons.

If we are unable to resolve your complaint under our internal complaints process, you have the right to refer your complaint to the Legal Ombudsman. If you want to know more about this service the website can be found at www.legalombudsman.org.uk, or you can contact the Ombudsman by email: enquiries@legalombudsman.org.uk, by phone 0300 555 0333 (calls are charged at a local rate and will be recorded) or from overseas, call +44 121 245 3050 (for the minicom call 0300 555 1777), or you can write to Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.

You must give the firm the opportunity to resolve your complaint before the Ombudsman can get involved, and it is helpful if you raise any concerns you have as soon as possible.

After you have complained to us, the Legal Ombudsman will expect us to resolve the complaint within eight weeks. After this if we have still not been able to resolve your complaint to your satisfaction, you can involve the Legal Ombudsman.

The time limits for the Legal Ombudsman considering a complaint are with effect from 1 April 2023:

- Within one year from the date of the act or omission being complained about; or
- Within one year from the date when you should reasonably have known there was cause for complaint.



The time limit for a client to complain to the Legal Ombudsman remains **six months** from the end of our complaints process, if at that time we give you

- an explanation that the Legal Ombudsman is available if you remain dissatisfied;
- full contact details for the Legal Ombudsman; and
- a warning that the complaint must be referred to the Legal Ombudsman within six months of the date of the written response.

Alternative complaints bodies (such as ProMediate www.promediate.co.uk) also exist, which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

If at any stage in the procedure you need more information about what is going to happen next then please contact us and we will clarify matters for you.

Richard Pollins
Managing Partner

January 2024