

CRCCD Lex – Complaints Handling Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to inform us so that we can improve our standards. It is our policy to do what we can to resolve any problems in-house to your satisfaction.

1. Informal Concerns

Many concerns need not go any further if they can be resolved by the persons directly concerned before there is a formal complaint. If you have any concerns or queries you should initially raise them with the fee earner primarily concerned or to Alberto Del Din.

2. Formal Complaints

If we have been unable to resolve your concerns informally or if you feel that a more formal approach is required, we will handle your complaint as follows:

- We will record your complaint in our central register and a separate file will be opened for your complaint.
- We will send you a letter of acknowledgment within two days of receiving your complaint which will ask you to confirm or explain the details set out. We will also send you a copy of this procedure.
- After receiving your reply, which will also be acknowledged, your complaint will be investigated. You will be given precise details of the anticipated timescale for the investigation in the letter of acknowledgment, but you will usually hear from us within 28 days of our acknowledgment.
- The investigation will normally involve the following steps:
- Your complaint will be passed to Alberto Del Din, our client care partner, or to Michele Crisostomo if Alberto Del Din is himself involved in the matter.

- The complaint handling partner will investigate the complaint with the fee earner who acted for you, requesting a response to the queries raised. He will examine the fee earner's response and, if necessary, discuss the matter further with the fee earner
- At the conclusion of the investigation, the complaint handling partner will send you a detailed reply to your complaint, which will include his suggestions for resolving the matter, and/or (at your option) he will invite you to meet him and, hopefully, resolve the complaint, after which he will write to you confirming what took place and any solutions he has agreed with you.
- If we have to change any of the above timescales, we will let you know and explain why.

3. Further action

If you are still dissatisfied at the conclusion of our formal complaints procedure, you may be able to contact the Legal Ombudsman, although there are some complaints they will not handle (see www.legalombudsman.org.uk). Furthermore, some clients may not have the right to complain to the Legal Ombudsman, for example:

- most businesses (unless they are defined as micro enterprises)
- charities or clubs with an annual income of more than £1m, or
- trustees of trust with asset value of more than £1m

will not have the right to complain to the Legal Ombudsman.

You may contact the Legal Ombudsman via letter at PO Box 6806, Wolverhampton, WV1 9WJ; telephone on 0300 555 0333 or by emailing enquiries@legalombudsman.org.uk.

Before you make a complaint to the Legal Ombudsman, you must first have complained to us and allowed us 8 weeks to deal with your complaint.

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

You should also note that alternative complaints bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. Please notify us if you are interested in exploring this option.