

Rothera Sharp Client Complaint Form

Our aim is to provide an efficient service of the highest quality but our service is provided by human beings who are occasionally fallible. Therefore, sometimes, you may feel that our standard of service falls below that which you would expect. Our complaints procedure also includes complaints about a bill. If our failure is such that you feel the need to complain then this is the procedure you should follow:

Raise the issue with the person who is dealing with your matter or the person with overall supervisory responsibility and if you are unable to resolve the matter between yourselves then follow the next step of this procedure. Making a complaint will not affect how we handle your case.

Please contact Charles George at 2 Kayes Walk, Stoney Street, The Lace Market, Nottingham, NG1 1PZ, c.george@rotherasharp.co.uk or Nottingham 9106287. He is the individual who is responsible for client care and complaints. Your communication should set out in full the nature of your complaint, what steps you have taken to try and resolve the issues and what you would like us to do.

We will acknowledge receipt of your letter within 3 working days and will then investigate your complaint fully by discussing the matter with the person concerned and by reviewing the file. We will then give you a detailed response as soon as possible, setting out our findings and any action we intend to take. Ordinarily, we anticipate completing this process within 15 working days. If we take more than 8 weeks to resolve the complaint you may refer it to the Legal Ombudsman (see overleaf) without waiting for our final response.

Your Details

Title:	Mr / Mrs / Miss / Ms / Other (please state):
Name:	
Your Address:	
Evening Telephone:	
Daytime Telephone:	
Mobile Telephone:	
E-mail:	

Firm Details

Our Reference:	
Solicitors' Name:	

Complaint Details

<p>Details of Complaint:</p> <p>(If insufficient room please attach a separate page or letter)</p>	
<p>How would you like us to deal with your complaint:</p>	<p>In writing / a meeting / Other (please state):</p>
<p>If you are able to, please set out the preferred outcome to your complaint:</p>	

If, in the unusual event that we are unable to resolve the matter to your satisfaction and you are still unhappy, you are able to take the matter up with the Legal Ombudsman, a free and independent complaints body. Contact details for the Legal Ombudsman are as follows:

- Address: PO Box 6806, Wolverhampton, WV1 9WJ
- E-mail: enquiries@legalombudsman.org.uk
- Telephone: 0300 555 0333 (open 9 am to 5 pm)

You can obtain more information about complaints and what the Legal Ombudsman can do, on the website at: www.legalombudsman.org.uk. * Not all clients can use the Legal Ombudsman procedure. Full details are available on our website at www.rotherasharp.co.uk.

Time Limits: You will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint and it is no more than 6 years from the act or omission about which you are complaining occurring or no more than 3 years from when you should reasonably have known there was cause for complaint.

Alternative complaints bodies (such as Ombudsman Services) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We state that we do not agree to use the Ombudsman Services.

Thank you for taking the time to complete this form.

Your Signature:	
Date:	