

Odonnells Solicitors Complaints Procedure

This information should be read in conjunction with the client care letter and the complaints policy on our website.

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, then you should inform us immediately, so that we can 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 at this stage. Making a complaint will not affect how we handle your case.

If you would like to make a formal complaint, then please contact our managing director, Philippa Curran. If Philippa is acting for you in your case, then you can contact the office manager, Debbie Lawton Dowd, instead.

We will respond in writing within two working days with a full reply or to confirm within what timescale a full reply can be provided. This will be within 8 weeks of receiving the complaint.

Our complaints director, Philippa Curran, will review the information received and we take all complaints seriously.

In responding to a client's complaint or dissatisfaction, Philippa Curran will

- (a) Identify the areas of concern and the causes of any problems
- (b) Review the file and speak with the fee earner
- (c) Write to the client setting out a written response to each of the points of the client's complaints
- (d) Where appropriate, invite the client to discuss the concerns by telephone or in person
- (e) Where a complaint is substantiated, discuss with the client means of appropriate redress and/or make an offer of the same in writing
- (f) Where a complaint is not substantiated or cannot be resolved, the client is reminded of their opportunities to refer the matter to the Legal Services Ombudsman as per the policy document.
- (g) also correct any unsatisfactory procedures which have been identified in dealing with the complaint.

What do to 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.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

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 (SRA) can help you 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.

You can raise your concerns with the [Solicitors Regulation Authority](https://www.sra.org.uk/consumers/problems/report-solicitor) by visiting <https://www.sra.org.uk/consumers/problems/report-solicitor>