

Angela Porter Solicitors

Complaints Policy

If you are unhappy with any aspect of our work for you then please speak first to the staff directly dealing with your matter to explain your concerns - they will do their best to help you. If you wish to make a more formal complaint, then please submit your complaint in writing to Angela Porter, 10 Oxford Road, Kidlington, OX5 1AA or angela.porter@angelaporter.org, including the details of your concerns and the remedy that you are seeking. We will then initiate the process described in our Complaints Procedure.

Complaints procedure

Complaint made

- We aim to send a written acknowledgement of your complaint within two working days of its receipt.
- We will then clarify our understanding of your complaint and the remedy that you are seeking, and explain the next steps and the timescales of our complaints procedure.
- We will work to resolve any concerns as quickly as we can but will in any event make a formal written response to your complaint within eight weeks.

Next steps

- We will investigate your complaint. This will normally involve a review of the matter and of your complaint by both the person who has been dealing with the matter, and Angela Porter.
- Should your complaint be about a matter dealt with by Angela Porter herself then the review will be carried out by both Angela Porter and Leanne Ballato.
- We may then invite you to a meeting with Angela Porter, (or Leanne Ballato if your complaint was about a matter dealt with by Angela Porter) to discuss and hopefully resolve your complaint. We will aim to do this within 14 days of sending you the acknowledgement letter.
- Within five working days of that meeting we will write to you to confirm what took place and any solutions we have agreed with you.
- If you do not want a meeting, or it is not possible, we will send a detailed written reply to your complaint, including our suggestions for resolving the matter.
- We hope that matters will then be resolved, but if you are still not satisfied, you should contact us again and we will arrange a further meeting for you with Angela Porter/Leanne Ballato as appropriate to review the decision.
- Following that further meeting we will write to you within five working days confirming our final position on your complaint and explaining our reasons.
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Legal Ombudsman

- If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint for you 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.

- The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned, or within one year of you realising there was a concern

You must refer your concerns to the Legal Ombudsman within six months of receiving our final response to your complaint

- No more than one year from the date when you should reasonably have known that there was cause for complaint.

For more information about the Legal Ombudsman contact:

Website: www.legalombudsman.org.uk

Telephone: 0300 555 0333

Post: Legal Ombudsman
PO Box 6167
Slough
SL1 0EH