

# External Complaints Policy

- 1 RT Coopers Solicitors (we”) are committed to providing a high-quality legal service.
- 2 We acknowledge that we may not always get it right so if something has gone wrong, including in relation to our invoice, please let us know.

## **3 Our Complaints Handling Procedures**

### **3.1 How do I make a complaint?**

- 3.2 You can contact us in writing (by letter or email) to our complaints officer whose contact details are: Rosanna Cooper, RT Coopers Solicitors, 63 St Mary Axe, London EC3A 811. Email: enquiries@rtcooperssolicitors.com.
- 3.3 To help us to understand your complaint, and in order that we do not miss anything, please tell us:
  - 3.3.1 your full name and contact details
  - 3.3.2 what you think we have got wrong
  - 3.3.3 what you hope to achieve as a result of your complaint, and
  - 3.3.4 your file reference number (if you have it)
- 3.4 If you require any help in making your complaint we will try to help you.

## **4 How will you deal with my complaint?**

- 4.1 We will record your complaint centrally.
- 4.2 We will write to you within five working days acknowledging your complaint, enclosing a copy of this policy.
- 4.3 We will investigate your complaint. This will usually involve:
  - 4.3.1 reviewing your complaint
  - 4.3.2 reviewing your file(s) and other relevant documents, and
  - 4.3.3 speaking with the person who dealt with your matter
- 4.4 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- 4.5 We will update you on the progress of your complaint at appropriate times.
- 4.6 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

# External Complaints Policy

4.7 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this *within* 21 working days of the date of our letter of acknowledgement.

## 5 What if I am not satisfied with the outcome?

5.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.

5.2 If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman:

5.2.1 by post at PO Box 6167, Slough, SL1 0EH

5.2.2 by telephone: 0300 555 0333, or

5.2.3 by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

5.3 You must usually refer your complaint to the Legal Ombudsman within six months of our final written response to your complaint and within six years of the act or omission about which your complaint occurred (or within three years of you becoming aware of it). Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

5.4 Alternative complaints bodies such as *Small Claims Mediation* exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

5.5 If we are unable to resolve your complaint, and it relates to a contract we entered into online or by other electronic means, you may also be able to submit your complaint to a certified alternative dispute resolution (ADR) provider in the UK via the EU ODR platform.

## 6 When to lodge a complaint w the SRA

6.1 The SRA deals with cases where firms have breached the SRA Principles. Most of the time, complaints about solicitors are about poor service, and therefore should be sent to the Legal Ombudsman. If the Legal Ombudsman thinks your case involves a breach of the SRA Principles, they will refer your case to the SRA.

6.2 You may report the matter directly to the SRA if you think our firm has breached an SRA Principle.

6.3 You can also report our firm for non-payment of professional fees (such as agent or expert fees) if

- you have a County Court judgment in respect of the fee, and
- the judgment relates to the practice in connection with providing a legal service.

## 7 What will it cost?

7.1 We will not charge you for handling your complaint.

# External Complaints Policy

- 7.2 Please note that if we have issued an invoice for work done on the matter, and all or some of our invoice is not paid, we may be entitled to charge interests on the amount outstanding.
- 7.3 The Legal Ombudsman service is free of charge.
- 7.4 The ADR entity to which the complaint is transmitted may charge for its service. The ADR entity is responsible for informing all parties of the cost of its dispute resolution procedure.

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