



Our Complaints Procedure

Our Aim

We understand that bringing a legal claim can cause worry and the process can be daunting. We aim to provide you with the best possible service and an outcome that you are happy with. We also hope your experience of our firm is a positive one and we do not give you cause to complain.

Who to contact

If at any point you are unhappy, concerned or in any way dissatisfied with the service you have received or are receiving or have issues or queries about costs or bills then we want you to tell us about this immediately.

In the first instance, we hope you can speak to your Solicitor or your Solicitor's supervisor about any issues or concerns you have and resolve them quickly. You should have the contact details of your Solicitor from letters you have received from us. You can find the supervisor's name and contact details in the letter you received at the beginning of the case. This letter is called an 'engagement letter'.

If you are not comfortable speaking to your Solicitor or their supervisor about the problem or are not satisfied with the way they resolve your problem and want to make a formal complaint then you can contact our Complaints Partner, Paul Glanville, who is responsible for handling complaints.

We have a complaints procedure in place to investigate your complaint in an open, fair, effective and prompt way.

The contact details for our Complaints Partner are:

Mr Paul Glanville, The Asbestos Law Partnership LLP, K Mill, Dean Clough Mills, Halifax, HX3 5AX

Tel: 01422 728822

Email: paulglanville@thealp.co.uk

How to make the complaint

You can tell us about your complaint in writing. You can send this to Paul Glanville by email or by post.

If you prefer and it is easier, you can tell us about your complaint over the telephone. You can call Paul Glanville on the telephone number above. He will document the complaint and send a note of it to you to confirm it is correct. The note will then form the basis of your complaint.

What happens next

We aim to consider, investigate and give you our findings and suggestions for resolving your complaint within 8 weeks of receiving your complaint.

These are the steps we will take:

1. Paul Glanville will write to you to acknowledge your complaint within 2 working days of receiving (a) the complaint in writing from you or (b) your confirmation that his telephone note of your complaint is correct. He will also send you a copy of our complaints procedure;
2. Paul Glanville will investigate your complaint. Your case file will be passed to Paul Glanville who will go through this and speak to the Solicitor and/or the supervisor about the complaint. Paul Glanville may also speak to you about your complaint to ensure the issues are fully understood.
3. Within 21 days of sending the acknowledgement letter, Paul Glanville will do one of the following:
 - a. write to you to set another time limit for sending his findings. This would normally be because he needs more time to investigate the complaint, for example, if the complaint is complicated;
 - b. send you his findings following the investigation and if relevant, his suggestions for resolving the complaint;
 - c. invite you to meeting, in person at our offices or on the telephone, to discuss the findings and resolve the complaint. Within 3 days of the meeting, Paul Glanville will write to you to confirm the discussion that took place, the findings and the resolution reached with you. If you do not want or cannot attend a meeting then Paul Glanville will do (b) above.
4. If you are dissatisfied with Paul Glanville's findings or the suggestions for resolving the complaint then you can ask for the complaint to be reviewed. You can make comments and suggestions for Paul Glanville to take into consideration.
5. Paul Glanville will write to you within 14 days of receiving your request to review confirming our final position on your complaint with reasons.

Referral to the Legal Ombudsman

If for any reason we are unable to resolve your complaint between us or you are not happy with our final position then you have the right to complain to the Legal Ombudsman.

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 and are not satisfied, then you may take your complaint to the Legal Ombudsman.

The Legal Ombudsman can be contacted in the following ways:

By email at: enquiries@legalombudsman.org.uk

By phone on: 0300 555 0333

By post at: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

You can also visit www.legalombudsman.org.uk.

If your unresolved complaint relates to the insurance policy which is covering your matter, you should write to the Financial Ombudsman Service:

By email at: complaint.info@financial-ombudsman.org.uk

By phone on: 0800 023 4567; or

By post at: Financial Ombudsman, The Exchange Tower, London, E14 9SR

Legal Ombudsman Time Limits

The Legal Ombudsman's objective is, in the first instance, to reconcile complaints and to assist clients and their solicitors to come to a mutual understanding.

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 also refer your concerns to the Legal Ombudsman within six months of our final response to you.

Financial Ombudsman Time Limits

Referrals to the Financial Ombudsman should be made:

- Within six (6) years from the date of act/omission, or
- Within three (3) years from when the complainant should reasonably have known there was cause for complaint (if the act took place more than six (6) years ago), and

Within six (6) months of the complainant receiving a final response from their lawyer

Complaints about a Bill

If your complaint is about your bill, you may have a right to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. If you wish to take advantage of this procedure, you should be aware that there are strict time limits applicable and you may therefore wish to seek independent legal advice.

- Within a month from the date of our invoice your right to a detailed assessment is unconditional.
- If you delay beyond a month the Court may impose restrictions.
- Once a year has elapsed since the date of the invoice you will lose the right to a detailed assessment, unless there are special circumstances.

You should be aware that the Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for such an assessment.

For further guidance about how to make a complaint, visit: www.legalombudsman.org.uk.