



SETTLEMENT AGREEMENT SOLICITORS

OUR COMPLAINTS POLICY

Settlement Agreement Solicitors are committed to providing a quality legal service. If you believe something has gone wrong or are dissatisfied with our service, we have a procedure to assist the early resolution of the problem. Our aim is to uphold the quality standards we have set ourselves and improve upon them by learning from mistakes and from what our clients tell us about it. This will help us to improve our standards.

THE PROCEDURE

Although it is not essential, in making your complaint it would be helpful if you could provide details of your concerns in writing. Your complaint should be addressed to our Managing Director, Patrick Knight, who will retain overall responsibility for the complaint even if the investigation and review is undertaken by someone else designated by them to deal with the matter. If your complaint is about the Managing Director then it should be sent to our Legal & Compliance Director, who is Jarred Bold, of Settlement Agreement Solicitors Ltd, Thomas House, 84 Eccleston Square, London, SW1V 1PX. If you wish to raise your complaint by phone then you can do so by calling 0800 368 6162 and ask to speak to the relevant person.

WHAT HAPPENS ONCE I HAVE COMPLAINED?

1. We will acknowledge receipt of your complaint within 2 working days of us receiving the complaint, enclosing a copy of this procedure.
2. Your complaint will be recorded in a central register for monitoring and management information purposes and a separate file will be opened.
3. We will investigate your complaint. This will normally involve passing your complaint to the relevant manager of the team that dealt with your matter. They will review the matter and speak to the member(s) of staff who acted for you.
4. You will not be charged by the firm for our investigation of your complaint.

INVESTIGATING YOUR COMPLAINT

- If appropriate, the manager will invite you to a telephone or video meeting to discuss and hopefully resolve your complaint. The manager will do this within 21 days of sending you the acknowledgement letter.
- Within 5 working days of the meeting the manager will write to you to confirm what took place and any solutions they agreed with you
- If a meeting is not possible or appropriate the manager will send you a detailed written reply to your complaint, including their suggestions for resolving the matter within 21 days of sending you the acknowledgement letter.

RESOLVING YOUR COMPLAINT

If you are still not satisfied with the outcome you should contact us again. We will arrange for a more senior manager, such as the Managing Director, or our Legal & Compliance Director to review the decision.

We will write to you within 21 days of receiving your request for a review, confirming our final position of your complaint and explaining our reasons.

If you are still not satisfied, you can ask the Legal Ombudsman at P.O. Box 6806, Wolverhampton, WV1 9WJ to consider your complaint.

You must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint from us. From 1 April 2023, the Legal Ombudsman also expects complaints to be made to them within 1 year of the date of the act or omission about which you are concerned (prior to 1 April 2023: 6 years) or within 1 year of you realising there was a concern (prior to 1 April 2023: 3 years). The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

For further information you should contact the Legal Ombudsman on 0300 555 0333 or refer to www.legalombudsman.org.uk If we have to change any of the time scales above, we will let you know and explain why.

If we have to change any of the time scales above, we will let you know and explain why.