

Complaints Policy

1. Our Client Care

We wish you to be satisfied with how we handle your matter. There are specific standards that we aim to meet to achieve this objective. See also paragraph 2 in the terms and conditions of our terms of business for further details. Feedback from our clients is welcomed to enable us to provide high standards of service. If you are unhappy with any aspect of your case, whether it is completed or not, please contact the partner responsible for your matter as soon as possible. We will do everything we can to resolve your complaint. Whether or not you wish to do this, we operate a formal complaints procedure as set out below, which you have the right to use at any time. Once you have followed this procedure, you also have the right to complain to the Legal Ombudsman. You have a separate right to challenge the amount of our bill.

2. Making a complaint

We will collect and process the following data about you:

- i) Although our written complaints procedure sets out in detail how we handle complaints, as a first step we hope that you would raise any concerns or complaints with Katie Rainscourt.
- ii) If you wish to make a formal complaint about any aspect of our service then please write to James Norris, setting out the details of your complaint in as much detail as possible. If possible, please bear the following points in mind when making a complaint:
 - (1) Describe the problem factually, identifying the specific reason for your complaint;
 - (2) Please identify what you would like to happen as a result of your complaint; and
 - (3) Refer to any evidence you may have which will help resolve the problem, such as emails and letters.
- iii) Please make any complaint as soon as possible following the issue about which you wish to complain and in any event within no more than one year of such issue. We may decline to investigate complaints raised outside those time limits and you may also lose or have lost any right to complain to the Legal Ombudsman whose own time limits are referred to below.



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3. Investigating a Complaint

- i) We will normally acknowledge each complaint within two working days of receipt and tell you the name of the person who will investigate the complaint.
- ii) The person carrying out the investigation will establish a separate file for that investigation in order that a written record of it is kept and in order that the investigation file can be readily provided to the Legal Ombudsman if subsequently requested.
- iii) The person investigating the complaint will review your complaint, consider relevant papers from the file and other records, and make any wider enquiries as may be necessary.
- iv) We will usually respond substantively to a complaint within 56 days, as this is the period within which the Legal Ombudsman expects firms to respond.
- v) In our substantive response to you, we will:
 - (1) Outline the investigations that we have carried out;
 - (2) Set out our conclusions in relation to your complaint; and
 - (3) Explain how we have reached those conclusions based on our investigation.
- vi) If we find that we have fallen short of what you should have expected from us, then we may also:
 - (1) Explain what went wrong;
 - (2) Propose one or more remedies to you; and/or
 - (3) Explain how we have changed our practices to prevent similar problems in the future.
- vii) No charge will be made to you for the work done in responding to your complaint.

4. If You Are Not Satisfied With Our Response

- i) At the end of our complaints procedure, you have the right to make a complaint to the Legal Ombudsman (PO Box 6806, Wolverhampton WV1 9WJ, telephone number: 0300 555 0333, email address: enquiries@legalombudsman.org.uk, website: www.legalombudsman.org.uk).
- ii) There are time limits for making a complaint to the Legal Ombudsman: you should make a complaint to the Legal Ombudsman no later than:
 - (1) 6 years from the date when we have done or not done something which is the subject matter of your complaint; or
 - (2) 3 years from the date when you should have reasonably known that you could complain.
- iii) You also have 6 months to complain to the Legal Ombudsman from when you receive a final response from us.

5. Challenging Our Fees

- i) If you are unhappy with or have a complaint about the amount that we have charged you, you can use the 'assessment' procedure in addition to our complaints procedure.
- ii) If you do not agree with the amount of any of our invoices, you have the right to apply to the High Court. The court will assess the amount charged in an invoice. This process is subject to certain limitations. For further details of your rights, please consult the Solicitors Act 1974 Sections 70 to 72.
- iii) If you use the procedure under the Solicitors Act 1974 and any part of an invoice remains unpaid, we have the right to charge interest on it.

6. Your right to cancel

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you may have the right to cancel this contract within 14 days of the day after you asked us to act for you. To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired. If you requested that we begin the performance of services during the cancellation period, you shall pay us an amount relating to what has been performed until you have communicated us your cancellation from this contract.