

Complaints Procedure

Our promise

ITN Solicitors want to provide a high quality service to all our clients which protects their interests.

We wish to live up to our client's expectations.

We appreciate that we may not always achieve these aims but want to know about problems and put them right if we can, promptly, fairly and effectively.

We value feedback from our clients and want to learn from it.

Where do I start?

Please contact the lawyer dealing with your case. If you feel unable to do so, contact their supervisor.

ITN Solicitors Client Care letters identify the supervisor of each lawyer at the Practice, alternatively, our reception staff must, on request, confirm the identity of any member of staff's supervisor. If you don't know who to speak to, then please ask the Partner at the Practice responsible for complaints, Simon Natas. He will either deal with the matter himself or ask another partner to take responsibility for responding to you.

What happens next?

We can't promise to get you a complete answer quickly in every case as we want to understand every complaint fully, and this can take time. We do promise to acknowledge your complaint promptly and keep in touch with you to the extent that you want us to.

What we will do

This will depend on the nature of the problem. We will communicate with you as you choose, whether in writing, in a meeting or by telephone.

We usually aim to complete investigations within two weeks but it can take longer, especially if files have been archived or are particularly complex, in which case we aim to complete an investigation within eight weeks.

If we have made an error which is negligent then we are required to refer you to another lawyer and cannot advise you further. If this is the case we will say so.

What steps can you take if you are not happy with our response?

We hope we can resolve the problem but if we are not able to we will tell you in writing that this is the case. In this eventuality, we will give you the option of pursuing Alternative Dispute Resolution (ADR) through the Centre for Effective Dispute Resolution (CEDR).

CEDR is a body which is approved to provide ADR. Their contact details are as follows:

70 Fleet Street
London
EC4Y 1EU
United Kingdom
Tel: +44 (0)20 7536 6000
Fax: +44 (0)20 7536 6001
Email: info@cedr.com

<https://www.cedr.com/>

If ADR is not successful, or if you do not wish to use ADR and you wish to complain to the Legal Ombudsman (see below) then you should do so as soon as possible and in any event **within six months** of our communication.

We will internally review any response to a complaint on request. If the complaints partner has not already been involved, please ask them to review the matter. If the complaints partner already has, then please contact any other partner who will then advise you of likely timescales and other relevant information.

What happens if you are still not satisfied?

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. The Legal Ombudsman's contact details are:

PO Box 6806, Wolverhampton, WV1 9WJ 0300 555 0333—from 8.30am to 5.30pm
enquiries@legalombudsman.org.uk www.legalombudsman.org.uk

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). Generally, the Legal Ombudsman deals with complaints relating to acts or omissions that happened after 5 October 2010.

The Legal Ombudsman deals with complaints by consumers and very small businesses. This means some clients may not have the right to complain to the Legal Ombudsman, e.g. charities or clubs with an annual income of more than £1 million, trustees of trusts with asset value of more than £1 million and most businesses (unless they are defined as micro-enterprises). This does not prevent you from making a complaint directly to us about the service you have received or about the bill.