



DARWIN GRAY LLP – COMPLAINTS PROCEDURE

1 We are committed to providing a high-quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

2 Who can complain?

If you are a client of ours, then you can use this procedure to complain about us.

If you are not a client of ours, we are not obliged to deal with, or respond to, a complaint from you.

You may still however complain to the Solicitors Regulation Authority (“SRA”), even if you are not a client, and if you believe that we have breached any of the SRA’s principles which can be found here: <https://www.sra.org.uk/solicitors/standards-regulations/principles/>.

3 How do I make a complaint?

3.1 You can contact us in writing (by letter, fax or email) or by speaking with our complaints partners, whose contact details are: Damian Phillips or Owen John, 9 Cathedral Road, Cardiff, CF11 9HA. Their email addresses are dphillips@darwingray.com or ojohn@darwingray.com.

3.2 To help us to understand your complaint, and in order that we do not miss anything, please tell us:

3.2.1 your full name and contact details

3.2.2 what you think we have got wrong

3.2.3 what you hope to achieve as a result of your complaint, and

3.2.4 your file reference number (if you have it)

3.3 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 3 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.
- 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 days of the date of our letter of acknowledgement.

5 What if I am not satisfied with the outcome?

- 5.1 If you are dissatisfied with the outcome of our complaints handling procedure please let us know. We will then review the matter further, and will, where possible, aim to provide you with a written outcome to our review within 28 days of your notice to us of your dissatisfaction.
- 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 6806, Wolverhampton, WV1 9WJ
 - 5.2.2 by telephone: 0300 555 0333, or
 - 5.2.3 by email: 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 you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the website: www.legalombudsman.org.uk.
- 5.4 Alternative complaints bodies (such as Ombudsman Services; www.ombudsman-services.org) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

6 What will it cost?

- 6.1 We will not charge you for handling your complaint.
- 6.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.
- 6.3 The Legal Ombudsman service is free of charge.
- 6.4 The ODR platform itself is free to use, but 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.