JEFFERIES
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JEFFERIES COMPLAINTS POLICY

Our Complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint, please contact Duncan Bennington, our Complaints Partner. You can telephone him on 01702 332311, write to him at 19-20 Clifftown Road, Southend-on-Sea, SS1 1AB or send an e mail to him at djb@jefferieslaw.co.uk. Mr Bennington will enter the details in our Complaints Register and ask the Partner in charge of the department you are complaining about to investigate and report back to him. If we have to change any of the responsibilities or the timescales set out below, we will let you know and explain why. Any complaint about Mr Bennington should be referred to Mrs Sarah Mitchell who can also be reached as above.

When writing, the procedure should be as follows: -

1. Write clearly marking your envelope or email "Private & Confidential" to Mr Bennington stating as concisely as possible the nature of your complaint or suggestion.

2. Give a daytime telephone number where you can be contacted and, if possible, an email address.

3. There is no need to enclose copies of our correspondence, as this will already be on your file.

4. Enclose copies of any other correspondence for consideration if copies will NOT be on your file.

5. Quote the file reference for the matter about which you are writing. The reference will be stated on each letter you receive from this firm.

What will happen next?

1. Within three days, we will send you an email acknowledging your complaint and asking you, if necessary, to confirm or explain any detail to assist in the investigation as well as:

    - information about what to expect
    - a realistic timetable
    - an explanation of what is being done to address the complaint

    In certain circumstances the Head of the Department may be asked to try and initially resolve the issue with you without going through the formality of the Complaints procedure. You will again be notified of this approach.

2. If the case is deemed to be a formal complaint, we will open a file for your complaint and investigate the matter by examining your client file.

3. If it is considered appropriate, we may then invite you to meet Mr Bennington or the Head of the relevant department to try and resolve your complaint. We would hope to be in a position to arrange this no later than fourteen days after receiving your complaint. If we decide that a meeting is not necessary, you prefer not to meet or we cannot arrange this within an agreeable timescale, we will write to you in accordance with paragraph 5 below.

4. Within fourteen days of any such meeting Mr Bennington or the Head of Department will write to you to confirm what took place and any solutions that we may have agreed with you. In appropriate cases, we could offer an apology, a reduction of a bill, a repayment in relation to any payment received or such other remedy as deemed necessary.

5. If there is no meeting we will send you a detailed reply to your complaint within the timeframe we have indicated in the acknowledgment, or within any extended timeframe (if, for example, the issue is complex or there is a lot of paperwork to review). This could include our suggestions for resolving the matter where appropriate such as an apology, a reduction of a bill, repayment or such other remedy as deemed necessary.

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

6. If you are still not satisfied at the conclusion of the Complaints Procedure, you will then have the right to take your complaint to the Legal Ombudsman. 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 and

   - within one year from the date of the act or omission about which you are complaining occurring; or

   - within one year of when you should reasonably have realised that there was cause for complaint.

The Legal Ombudsman can be contacted through their website or by post:

https://www.legalombudsman.org.uk/how-to-complain/

Legal Ombudsman
PO Box 6167
Slough SL1 0EH

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If your complaint relates to the handling of your personal information, or the personal information of someone you are acting on behalf of, this is known as a data protection complaint. Data protection complaints are dealt with by the Data Protection Manager, Sarah Mitchell who can be contacted by email (sjm@jefferieslaw.co.uk) or at the postal address provided above.

Your compliant will be acknowledged within 30 days of receipt. We will investigate the complaint without undue delay but taking into account the complexity and scale of the issue, and any harm that you may be suffering as a result of the matter being unresolved. We will keep you informed as to the progress of the investigation and make you aware of any delays in responding.

We will provide you with an outcome to the complaint, and where appropriate, explain what we have done to resolve the complaint and any actions taken.

If you are unhappy with the outcome, you have the right to complain to the Information Commission - https://ico.org.uk/make-a-complaint/data-protection-complaints/ or via their helpline: 0303 123 1113

Please note that the Information Commission only deals with complaints relating to data protection – if your complaint relates to the legal process or framework, these must be reported to the Legal Ombudsman as outlined above. Complaints about the behaviour of a solicitor, if you believe a solicitor has behaved fraudulently or in breach of the Solicitors' Rules, should be reported to the Solicitors Regulation Authority - https://www.sra.org.uk/consumers/problems/report-solicitor/