

## 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 Dencora Court, Tylers Avenue Southend on Sea, Essex SS2 1BB or send an e mail to him at [djb@jefferieslaw.co.uk](mailto: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.

#### SOUTHEND-ON-SEA OFFICE

3rd Floor, Dencora Court, Tylers Avenue  
Southend-on-Sea, SS1 2BB  
T 01702 332 311

#### CHELMSFORD OFFICE

Elizabeth House, 28 Baddow Road  
Chelmsford, CM2 0DG  
T 01245 206 740

F 01702 332 807  
E [info@jefferieslaw.co.uk](mailto:info@jefferieslaw.co.uk)  
[www.jefferieslaw.co.uk](http://www.jefferieslaw.co.uk)

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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