

Complaints

JARMANS SOLICITORS

Jarmans Solicitors are committed to providing high quality legal services to all our clients. When something goes wrong, we need you to tell us. This will help us to improve our standards.

Preliminary Procedure

If you have a complaint, please provide the person responsible for your case with the full details, preferably in writing. We will initially attempt to resolve any issues by way of a meeting between you and the fee earner responsible for your case.

If you are still dissatisfied, you should contact the head of the relevant department within the firm.

If we are unable to resolve your issue it will be passed to our client care manager, Barry Bond, who will investigate.

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

Complaints Procedure

1. We will write to you acknowledging your complaint and may ask you to provide further details if necessary. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then start to investigate your complaint. This will normally involve the following steps:-
 1. We will pass your complaint to Barry Bond, our client care manager, within one week. If your complaint is about Barry Bond, or his department, it will be investigated by Jay Sahota.
 2. We will ask the member of staff who acted for you to comment on your complaint.
 3. We will then consider your complaint, the comments of the relevant member of staff and examine your file. We will, if necessary, also speak to the member of staff who acted for you.
3. Barry Bond or Jay Sahota will then write to you with a detailed reply to your complaint. This will include our suggestions for resolving the matter. We will do this within eight weeks of our acknowledging your complaint.
4. However, if you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman (LeO), an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem.

If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of the date of our final response letter.

You can contact the Legal Ombudsman by visiting www.legalombudsman.org.uk contacting them on 0300 555 0333 or by email on enquiries@legalombudsman.org.uk

Or you can write to them at;

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Your right to complain is not restricted simply to our conduct but also about the amount of our bill. In addition to your rights to complain about our bill under our Complaints Procedure and to the Legal Ombudsman, you may also have a right to object to the bill by applying to the Court for an assessment of the bill under Part 3 of the Solicitors Act 1974. We are obliged to inform you that if all or any part of the bill remains unpaid, we may be entitled to charge interest upon it.

In addition to directing a complaint to the Legal Ombudsman (LEO) you will be able to refer your dispute for Alternative Dispute Resolution (ADR).

The Solicitors Regulation Authority (SRA)

You also have the right to make a report to the Solicitors Regulation Authority (SRA) in the event that your complaint relates to;

- A breach of a Principle of the SRA Standards and Regulations 2019 and/or;
- Allegations of dishonesty or discrimination.

To make a report see <http://www.sra.org.uk/consumers/problems/report-solicitor.page> or contact the SRA at

Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1RN
Tel : 0370 606 2555