



Rollasons Solicitors Complaints Procedure

www.rollasons.com

01327 301771

Complaints Handling Procedure

You may have asked for our complaints procedure or you may be receiving this because you have experienced a problem with our service.

If you have experienced a problem, thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this firm. Our primary objective is to put things right.

Our Complaints Policy

We are committed to providing a high-quality service to our clients. This includes a commitment to putting things right when they go wrong. This policy explains how we will deal with any complaint.

Our Complaints Procedure

Our complaints contact are the Management Team and/or the Practice Manager. You can contact them by post at 9 New Street, Daventry, Northamptonshire, NN11 4BT, or by e-mail at sfaulkner@rollasons.com.

It is helpful if you put your concerns into writing, but if you would prefer not to, or if you would find it difficult to do so, we can be contacted by phone at 01327 301771.

If you have special needs which we should take into account due to language or disability, please let us know.

To explain to you how long our process might take we have included our target times for each stage of the process. Where, for any reason, it is not possible to observe any of these limits we will let you know and explain why.

Action	Timescale
Acknowledge the complaint in writing and send a copy of the complaints procedure	Within five working days
Investigate the issues, write to you with the outcome and conclude the complaint process	Within 8 weeks of receiving the complaint

Legal Ombudsman

If you do not agree with the outcome of our complaints process, or we fail to investigate it within 8 weeks, you can then complain to the Legal Ombudsman. Complaints to the Legal Ombudsman must usually be made within six months of our final response to your complaint.

The Legal Ombudsman can investigate complaints for up to one year from the date a problem occurred or no more than one year from when you should reasonably have known there was a cause for concern. The address is PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333 or email enquiries@legalombudsman.org.uk

There are alternative complaints bodies such as ProMediate (www.ProMediate.co.uk) which are competent to deal with complaints about legal services should both the client and Rollasons LLP wish to use such a service. For the avoidance of doubt we confirm Rollasons LLP to not agree to use ProMediate or any other such alternative complaint body.