



VINE ORCHARDS LLP
– SOLICITORS –
EST 1886

Our complaints policy & procedure

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 maintain our high standards.

If you have a complaint, please contact Mr Anthony Williams, our Client Care partner. If we have to change any of the responsibilities or the timescale set out below, we will let you know and explain why.

What happens next;

1. Within three working days, we will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at that stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will record your complaint in our Central Register. We will investigate your complaint by examining the relevant file.
3. If appropriate, we will then invite you to meet Mr Williams to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet or if we cannot arrange this within an agreeable timescale, we shall write fully to you setting out our views on the situation and any redress that we feel to be appropriate.
4. Within 3 working days of any meeting, we will write to you to confirm what took place and any actions/steps that we have agreed with you.
5. At this stage, if you are still not satisfied please let us know. We will then arrange to review our decision. We will generally aim to do this within 10 working days. This will happen in one of the following ways:
 - Mr Williams will review his own decision.
 - We will arrange for someone in the firm who has not been involved in your complaint to review it.
 - We will ask our local Law Society to review your complaint. We will let know how long this process will take.
 - We will invite you to agree to independent mediation. We will let you know how long this process will take.
6. We will let you know the result of the review within 5 working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, having exhausted our complaints procedure, you have the right to contact the Legal Ombudsman which you must do so within 6 months of receiving the final written response from us about your complaint. You have the right to contact the Legal Ombudsman at any time. The Legal Ombudsman's address is PO Box 6806 WOLVERHAMPTON WV1 9WJ. The telephone number is 0300 555 0333 and the e mail address is enquiries@legalombudsman.org.uk. The time limit within which the Legal Ombudsman will accept a complain is six years from the date of the matter complained or three years from the date when you should have known about it. However the Ombudsman will not accept complaints (a) where the subject of complaint or your awareness of it were before 6th October 2010 or (n) more than six months from the end of our internal complaints procedure. We very much hope that this will not be necessary.

In addition to complaints about service, you have a right to challenge or complain about your bill. In that event, in addition to the channels of complaint listed above, you have the right to apply to the Court for assessment of the bill under Part 3 of the Solicitors Act 1974. In the event that the Court upholds the bill, you may be liable for any costs and expenses we incur in the process of assessment as well as for interest on the bill from the time of its original delivery to the time of its determination.