

Complaints Procedure

Customer service is fundamental to everything we do

We know that using legal services can be daunting. We therefore strive to make the process as straightforward and personable as we can. We aim to deliver a first-class service every time and want your experience with Slater and Gordon to be positive.

However, sometimes things do not go as expected though, and we welcome complaints as an opportunity to review and improve our service. If something is wrong, we are committed to fairly and transparently investigating it in order to identify the source of your issues and provide the findings of our investigation. Please raise any customer issues or service complaints, and we will endeavour to investigate them for you as swiftly as possible.

How to raise a complaint

If you have any concerns, or if an aspect of our service has not met your expectations, we would like to hear from you immediately. In most cases, an informal chat can put matters back on track therefore you should contact the person normally dealing with your case or their supervising manager. The name of the supervising manager will be found on your initial correspondence or if you do not have this, please contact the Client Care team by phone, email or in writing. The team can record everything you are unhappy about and recommend the best solution for you.

You can contact the Client Care team by:

+ Phone: 0800 740 8596

+ Email: clientcare@slatergordon.co.uk

+ Post: Client Care, Slater and Gordon, The Plaza, 100 Old Hall Street, Liverpool, L3 9QJ

Please note we do not deal with complaints through Social Media platforms or review sites, to ensure we protect customer confidentiality.

You should be aware if you make a complaint about our fees, we are not obliged to put your account on hold.

How we aim to resolve things

1. If you telephone us, we will attempt to resolve the issue in that call.
2. If you email or write to us, or if your complaint cannot be resolved in a call, we will acknowledge receipt of your complaint, confirm who will review it and when they will reply to you.
3. We will investigate and then contact you again to discuss how we aim to resolve matters. We may contact you during the investigation to discuss the complaint and/or to suggest a resolution before providing our final written response. The Legal Ombudsman Guidelines allow us eight weeks to resolve your complaint.
4. It is important that we address all your concerns. If you remain unhappy after hearing from us again, please discuss any further issues with the Client Care team, who can provide guidance about whether you can refer your complaint to an Ombudsman scheme.

Ombudsman schemes

If, after exhausting our complaint process, your complaint has not resolved to your satisfaction, or the eight-week period has expired without our final response, you may be entitled to refer your complaint to an Ombudsman Scheme or for Alternative Dispute Resolution (ADR). We will always be happy to discuss your concerns further prior to you taking this step, so please do contact us to discuss it.

For complaints about our service, including billing issues, you may contact the Legal Ombudsman:

- + Phone: 0300 555 0333
- + Email: enquiries@legalombudsman.org.uk
- + Post: Legal Ombudsman, PO BOX 6167, Slough, SL1 0EH

If your unresolved complaint relates to an insurance policy covering your case, you may contact the Financial Ombudsman Service:

- + Phone: 0800 023 4567
 - + Email: complaint.info@financial-ombudsman.org.uk
 - + Post: Financial Ombudsman Service, Exchange Tower, London E14 9SR
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Time limits

The Legal Ombudsman aims to resolve complaints and assist clients and their solicitors to reach a mutual agreement. There are, however, time limits for submitting complaints to them. These time limits also apply for referrals to the Financial Ombudsman Service:

- + Eight weeks after lodging your complaint with us, if you haven't received our final response.
 - + Within six months of receiving our final response.
 - + Within one year of the date of the act/omission if you haven't previously complained, or
 - + One year from the date that you should've known you had a complaint to pursue and hadn't complained previously.
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Referral to the Solicitors Regulation Authority

If you are concerned about our conduct or behaviour rather than the quality of the service you have received, you can report your concerns to the Solicitors Regulation Authority:

- + Phone: 0370 606 2555 inside the UK or +44 (0)121 329 6800 from overseas
 - + Email: report@sra.org.uk
 - + Post: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN
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