

## **Adler Family Law Solicitors Complaints Procedure**

We at Adler Family Law Solicitors continuously aim to provide the highest standards in terms of legal advice and client service. We are concerned when we fail to live up to these high standards. If this occurs, we will seek to adopt the following steps to deal with any complaint, to offer redress (where appropriate) to an aggrieved client and to learn how we can improve the service which we deliver to you.

I should point out however, that the steps set out below are a general guide. The precise procedure will depend upon the nature of the complaint and the particular needs of the client concerned.

If you have any concerns about any aspect of the procedure do not hesitate to contact Charlotte Adler on 020 8939 8901 or at [charlotte@adlerfamilylaw.com](mailto:charlotte@adlerfamilylaw.com) who will be happy to discuss matters with you.

The first step is to refer the complaint to Charlotte Adler who is best able to deal with it. Our complaints procedure follows this and provides that any complaint be dealt with initially by the partner within the department relevant to the complaint (the "complaint handler").

The complaint handler will endeavour to write to you within 7 days of receipt of the complaint, acknowledging receipt and setting out a proposed timetable for dealing with it. The timetable will detail the steps to be taken. It may well be that the complaints handler will offer to meet with you at an early stage, to better understand the nature of your complaint, and, if possible, to resolve it with you at a meeting.

If the complaint handler is unable to provide this information within the 7 day period envisaged then we will write to you within that period acknowledging receipt of the complaint and when the timetable will be available.

The complaint will be entered within our Register of Complaints. The Register is considered regularly by the partner of the firm.

The complaint handler will undertake such review and investigation into the complaint as is appropriate in all the circumstances. We will endeavour to complete this within 28 days of the date of the complaint handler's first communication with you.

The complaint handler will confirm her findings in respect of the complaint to you. This will either be a meeting and then confirmed in writing or wholly confirmed in writing. Where appropriate, we will offer to resolve your complaint by making redress.

The nature of the redress may be one or more of the following:

- An apology
- A remission of all or part of the bill rendered in the matter
- A discount against further bills
- Compensation

The findings and redress will be entered in the Register

If you are dissatisfied with the outcome of the complaint or redress offered you may ask us to review the decision. If following such review you remain dissatisfied, there are a number of steps which can be taken to seek to resolve matters. There are:

- We will offer to have the complaint considered by another individual within the firm
- We can refer the complaint to the Mediation Service afforded by the Surrey Law Society. This is an independent service which provides you with a confidential and impartial point of referral for the complaint. The scheme administrator will endeavour to resolve the complaint by providing practical, non-legal advice as to how the complaint could be resolved and, if appropriate, will mediate with us; or
- We can refer the complaint to a mediation service offered by a professional mediation provider.
- If all other avenues are unsuccessful, we will provide you with the contact details of the Legal Ombudsman (LeO) – an independent authority which handles complaints against solicitors (as also referred to in our letter of engagement).

**Adler Family Law Solicitors LLP**

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