

Complaints Documentation

Our Policy

We aim to offer transparency to all our clients. Our clients are advised in our initial client care letter of their right to complain and how to do so.

Policy Objective

We aim to give clients a straightforward procedure to follow if they wish to make a complaint about the legal services that they have received from Belderbos Solicitors.

Policy

The following Complaints Procedure is available to clients upon request:

Complaints Procedure

We wish to hear from you if you are unhappy about any aspect of our service. Your views are important to us and help us to improve our standards.

James Belderbos our sole director considers and will deal with any complaints. His contact details are:

Belderbos Solicitors
20 A Church Street
Oakham
Rutland
LE15 6AA

Tel: 01572 490660

Email: jamesb@belderbossolicitors.co.uk

Upon receipt of any complaint from you, the following steps will be taken:

1. James will acknowledge receipt of your complaint in writing within 7 days.
2. James will then establish the details of your complaint. He may ask you for further details about your complaint at this stage.
3. Once James has received any information requested from you, he will investigate your complaint. He will aim to complete the investigation within 4-6 weeks.
4. If there will be any delay in the investigation, James will write to you and explain the reasons for the delay, he will also give you the best indication of the likely timescale to complete the investigation.
5. You may be invited to attend a meeting with James to discuss the matter, but there is no obligation upon you to attend.

6. Once James has completed his investigation, he will write to you with his conclusions.
7. If you are unhappy with the outcome of the investigation, you may make a complaint to the Legal Ombudsman, PO Box 6808, Wolverhampton, WV1 9WJ. Tel: 0300 555 0333 Email: enquiries@legalombudsman.org.uk
8. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:
 - Within six months of receiving a final response to your complaint
 - and**
 - No more than six years from the date of the act/omission; or
 - No more than three years from when you should reasonably have known there was cause for complaint.