

BROMLEY CLACKETT LAW LLP

Our complaints policy

We are committed to providing a quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards. Our complaints procedure If you have a complaint, please contact Julie Molloy, our Client Care Partner. You can contact her at: 74 Aldwick Road, Bognor Regis, West Sussex, PO21 2PE. We would ask that your complaint be set out in writing.

What will happen next? 1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within five days of us receiving your complaint. 2. We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint. 3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within five days of your reply. 4. We will then start to investigate your complaint. This may involve one or more of the following steps • We may ask the member of staff who acted for you to reply to your complaint within five days • We may then examine their reply and the information in your complaint file. We may then ask for them for more information. This will take up to five days from receiving their reply and the file. 5. We will invite you to meet either the Client Care Partner or another partner in charge of the firm to discuss and hopefully resolve your complaint. We will do this within five days of receiving all the details we need from the partner or member of staff who acted for you. 6. Within two days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within five days of us completing our investigation. 7. At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways • Julie Molloy will review her own decision within five days • The firm's partners will review the decision within 14 days. 8. We will let you know the result of the review within five days of the end of the review. At this time we will write to you to confirming our final position on your complaint and explaining our reasons. 9. If we have to change any of the timescales above, we will let you know and explain why. 10. If you are not satisfied with our handling of your complaint, you can ask the Legal Ombudsman to consider the complaint. The Legal Ombudsman can be contacted by post at PO Box 6806, Wolverhampton, WV1 9WJ, by phone on 0300 555 0333 or by e-mail to enquiries@legalombudsman.org.uk. The Legal Ombudsman's website is at www.legalombudsman.org.uk. You should complain to the Legal Ombudsman within six months of the end of our complaints process. In addition, you should be aware that the Legal Ombudsman will not accept your complaint if: • more than six years have elapsed from the date of alleged act/omission giving rise to complaint, or • more than three years have elapsed from when you should have known about the complaint, or • the date of alleged act/omission giving rise to the complaint was before 6 October 2010. For further information you should contact the Legal Ombudsman as above. Please note however that the Legal Ombudsman may not deal with a complaint about a bill if you have applied to the Court for assessment of that bill. 11. Disputes may also be referred to an Alternative Dispute Resolution entity which has been certified under the EU Consumer ADR Directive namely the Ombudsman Services, ProMediate and Small Claims Mediation.