

MANLEYS

Complaints Handling Policy

The Solicitors' Regulation Authority requires that every firm of solicitors has an effective policy for handling complaints by their clients.

At Manleys Solicitors Limited we aim to conduct our clients' business in a way which will not give rise to any complaint, but in the unlikely event of your having a complaint about the way in which your affairs are being dealt with we hope that the following notes will help you to understand how your complaint will be handled.

If you have a complaint about the way your case is being dealt with, please tell us. In the first place, this should be raised with the person who is dealing with your case. You can do this by telling him or her of your concerns and talking them through at a routine appointment, or you could fix a separate appointment to deal with the matter.

You should also write to us about your complaint. Please be clear and concise in describing the problem that you wish to raise and, if more than one, list them separately. The person dealing with your case will make every effort to deal with the issues you have raised promptly.

It may be necessary for your complaint to be referred up to the Managing Director, Mark Manley, either because it is necessary to do that or if for any reason you do not feel able to raise your concerns directly with the person concerned. Mark Manley has ultimate

responsibility for complaints handling at Manleys Solicitors Limited. If the matter is referred to Mark, he will make every effort to deal with your complaint promptly, and in a straightforward and orderly way. You can contact Mark as follows:

By telephone on: 01244 230000
By email at: mark.manley@manleys.law
By post at: Manleys Solicitors Limited
8-9 Grosvenor Court
137-151 Foregate Street
Chester CH1 1HG

In circumstances where it is not appropriate for Mark Manley to deal with your complaint, perhaps because the complaint relates to him, your complaint will be referred to another senior member of the firm.

We will always write to you confirming the outcome of any investigation into a complaint. We will make it clear to you when we are providing you with a final written response to your complaint.

All of these stages in our complaints handling procedure are designed to enable us to resolve your complaint promptly. If for whatever reason your complaint is not resolved or not resolved to your satisfaction, you can refer the matter to the Legal Ombudsman. You can call the Legal Ombudsman on 0300 555 0333, visit the website at www.legalombudsman.org.uk or write to: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint, and only once Manleys Solicitors' internal complaints procedures have been exhausted.

We do hope that these notes will help you to understand the procedures concerned, but if you do have any queries, please feel free to raise them with us.