

## **MORTON SOLICITORS COMPLAINTS PROCEDURE**

In this Complaint Handling Procedure the words “we”, “our”, and “us” means Morton Solicitors a firm with a Recognised Sole Practitioner Martin Chater.

The firm is authorised and regulated by the Solicitors Regulation Authority. Our authorisation number is 627801.

### **Our Complaints Policy**

We are committed to providing a high quality legal service to all of our clients. However, we also recognise that mistakes, misunderstandings, delays and other errors can occur.

When something goes wrong, we need you to tell us about it. This will help us to improve our standards. We will not charge you for handling your complaint.

### **What Happens Next?**

1. We will send you a letter acknowledging your complaint, enclosing a copy of this Procedure, within three working days of our receiving your complaint.
2. We will then investigate your complaint. We have four weeks in total to consider your complaint. We will advise you in our acknowledgment letter of the date upon which we must complete our consideration (the “completion date”).
3. You will then be invited to a meeting to discuss and hopefully resolve your complaint. If possible this meeting should be arranged within five working days of the completion date.
4. Within three working days of the meeting, we will write to you to confirm what took place and any solutions or remedies agreed with you. Such solutions or remedies may include but are not limited to:
  - An oral or written apology;
  - A review of our policies and procedures;
  - An appropriate and proportionate reduction in our fees;
  - An appropriate and proportionate refund of our fees.
5. If you do not wish to hold a meeting, or it is not possible to hold one, we will send you a detailed reply to your complaint, including suggestions for resolving the matter within 21 days of the completion date.
6. At this stage, if you are still not satisfied, you should contact us again. With your consent arrangements will then be made for another independent solicitor to review your complaint. This review must be completed within four weeks of the referral and will be at our cost.

7. If you are still not satisfied with the review you may wish to contact the Legal Ombudsman. You will normally need to bring a complaint to the Legal Ombudsman within six months of receiving our final written response about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside this period within three years of when you should have reasonably been aware of it).
8. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. If you would like more information about the Legal Ombudsman their contact details are as follows:

Visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

Call 0300 555 0333 between 8.30am and 5.30pm.

Calls to 03 numbers will not cost more than calls to national geographic numbers (starting in 01 or 02) from both mobiles and landlines.

Calls are recorded and may be used for training and monitoring purposes.

For minicom call 0300 555 1777.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

By post write to Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

Do not send original documents to the Legal Ombudsman. They will scan any documents you send to make computer copies and then destroy the originals.

9. If your complaint is in regard to another firm of solicitors, you should contact the SRA. If you believe a firm or anyone regulated by the SRA has breached an SRA Principle, this should also be reported directly to them. Information on complaints procedures have been found on the SRA's website <https://www.sra.org.uk/consumers/problems/report-solicitor/> . For guidance on their complaints procedure, contact their centre on 0370 606 2555

If we have to change any of our firm's timescales above, we will let you know and explain why.

Morton Solicitors

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