

COMPLAINTS PROCEDURE

1. On the rare occasions that we receive a complaint we are committed to resolving any dissatisfaction speedily and effectively.

MATTER SPECIFIC COMPLAINTS

2. A complaint should be addressed to the Fee Earner dealing with your matter. He or she will normally acknowledge receipt within 2 working days, liaise with his or her supervisor and/or Practice Area Leader and one of them will provide a substantive response within a further 14 days.
3. If you are not satisfied with the substantive response, you can write to our Client Care Partner. He will acknowledge your letter promptly and indicate the likely timescale for him or her to review the earlier substantive response and to correspond further with you, which will normally not exceed 14 days.
4. After such further investigation and correspondence as he or she considers necessary, which may include a meeting, the Client Care Partner will issue a final response to your complaint on behalf of the firm.
5. If you are not satisfied with this final response, you then have 6 months in which you can refer the matter to the Legal Ombudsman on telephone 0300 555 0333 or at enquiries@legalombudsman.org.uk or PO Box 6806, Wolverhampton WV1 9WJ.

NON MATTER SPECIFIC COMPLAINTS

6. A general complaint that is unrelated to any specific matter upon which Bermans Limited have been instructed should be addressed to the Client Care Partner. He or she will acknowledge receipt promptly and indicate the likely timescale for him or her

to review the complaint and to correspond further with you, which will normally not exceed 14 days.

7. After such investigation and correspondence as he or she considers necessary, which may include a proposed meeting, the Client Care Partner will issue a final response to your complaint on behalf of the firm.
8. If you are not satisfied with this final response you may refer the matter to the Solicitors Regulation Authority at The Cube, 199 Wharfside Street, Birmingham, B1 1RN or telephone them on 0370 606 2555.