

NEIL FOLEY & Co

Complaints Handling Procedure

Neil Foley & Co is committed to providing high standards of legal advice and client service. If you have any questions or concerns about any aspect of the service you have received, please don't hesitate to contact the solicitor responsible for your matter so that they may resolve these issues for you.

If you do not feel that your complaint has been resolved satisfactorily, please contact us as soon as you are aware of the

problem so this can be addressed.

Please contact:

Mrs Caroline Sian Foley

Neil Foley & Co

112 Broadway

Treforest

Pontypridd

CF37 1BE

Tel: 01443 406085 Or Email: sian@neilfoleyandco.co.uk

1. We will send you a letter acknowledging receipt of your complaint within five days of your raising your concerns, enclosing a copy of this procedure.
 2. We will then investigate your complaint. This will normally involve the partners of the firm considering the content of your complaint and the content of your file and speaking to the members of staff involved in your matter.
 3. You will then be invited to a meeting to discuss and, it is hoped, resolve your complaint. This will be within 14 days of sending you the acknowledgement letter.
 4. Within three days of the meeting, we will write to you to confirm what took place and any solutions she has agreed with you.
 5. If you do not want a meeting or it is not possible, the partners of this firm will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
 6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments.
- Depending on the matter we may at this stage arrange for another partner to review

the decision.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

8. There is no charge to you for our time spent in investigating your complaint.

9. If your complaint has not been resolved to your satisfaction within 8 weeks of you making the complaint, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.

10. In the event that we have been unable to resolve your complaint to your satisfaction, this may also be referred to Alternative Dispute Resolution (ADR) should you and we agree that this would be an appropriate method of dealing with the complaint.

Generally, our preferred option would be for the matter to be dealt with by the Legal Ombudsman however please let us know if you wish to refer the matter to ADR.

If we have to change any of the timescales above, we will let you know and explain why.