

## **COMPLAINTS POLICY**

### **1. Purpose of this Complaints Policy**

Glaser Jones Law welcomes and encourages feedback of all kinds from our clients. If you have a Complaint about our services or about our employees not only do we want to resolve it to your satisfaction but we feel it is important to learn from it to improve and maintain our standards in the future.

It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:

- 1.1 To provide a clear and fair procedure for any clients who wish to make a Complaint about Glaser Jones Law our services or about our employees;
- 1.2 To ensure that everyone working for, or with Glaser Jones Law knows how to handle Complaints made by our clients;
- 1.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
- 1.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

### **2. What this Complaints Policy Covers**

This Complaints Policy applies to the provision of services and to our employees.

For the purposes of this Complaints Policy, any reference to Glaser Jones Law also includes our employees and agents.

Complaints may relate to any of our activities and may include (but not be limited to):

- 2.1 The quality of service you have received from Glaser Jones Law
- 2.2 The behaviour and/or professional competence of our employees and agents.
- 2.3 Delays or other problems associated with the provision of services by Glaser Jones Law;

The following are not considered to be Complaints and should therefore be directed to the lawyer who is dealing with your matter.

- 2.4 General questions about our services;
- 2.5 Matters concerning contractual or other legal disputes;
- 2.6 Formal requests for the disclosure of information, for example, under the Data Protection Act;

### **3. Making a Complaint**

All Complaints, whether they concern the provision of legal services, our customer service, or our employees should be made in one of the following ways:

- 3.1 In writing, addressed to Shlomit Glaser;
- 3.2 By email, to [shlomit@glaserjoneslaw.co.uk](mailto:shlomit@glaserjoneslaw.co.uk);
- 3.3 By contacting us by telephone on +44 (0)2079937173

When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:

- 3.4 Your name, address, telephone number and email address (We will contact you using

your preferred contact method as your Complaint is handled);

- 3.5 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
- 3.6 If you are making a Complaint about a particular employee, the name and where appropriate, position of that employee;
- 3.7 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
- 3.8 Details of any documents or other evidence you wish to rely on in support of your Complaint;
- 3.9 Details of what you would like Glaser Jones Law to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

#### **4. How We Handle Your Complaint**

- 4.1 Glaser Jones Law operates a thorough complaint handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction.
- 4.2 If you are not satisfied at the end of the process, you may progress to the Legal Ombudsman as detailed below.
- 4.3 The procedure is this:
  - 4.3.1 Upon receipt of your Complaint, the Complaint Handler will log the Complaint in our Complaints Register and will acknowledge receipt of it in writing within two business days.
  - 4.3.2 When we acknowledge receipt of your Complaint, we will also confirm the details of your Complaint Handler. This may be Shlomit Glaser, or your Complaint may be assigned to another appropriate member of our team.
  - 4.3.3 If your Complaint relates to a specific employee that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee in question directly concerning the Complaint while we are working to resolve it.
  - 4.3.4 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
  - 4.3.5 We aim to resolve Complaints within 21 days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
  - 4.3.6 At the conclusion of the complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result.

#### **Legal Ombudsman**

- 4.3.7 If you are not satisfied with the resolution of your Complaint, you may seek external resolution of your Complaint from the Legal Ombudsman. For details of complaint and conflict resolution mechanisms available from the Legal Ombudsman, please contact them by post at:

Legal Ombudsman  
PO Box 6806  
Wolverhampton

WV1 9WJ

Telephone: 0300 555 0333

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

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

#### **4.4 Solicitors' Regulation Authority (SRA)**

4.4.1 All solicitors and law firms within England and Wales must abide by the Principles and Code of Conduct which has been set down by the SRA. If you feel that we have breached any of these principles you can raise your concerns with the SRA (<https://www.sra.org.uk/consumers/problems/report-solicitor>) The telephone number to contact them is 0370 606 2555.

### **5. Confidentiality and Data Protection**

- 5.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees of Glaser Jones Law who need to know to handle your Complaint.
- 5.2 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used, and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.

### **6. Policy Responsibility and Review**

- 6.1 Overall responsibility for this Complaints Policy within Glaser Jones Law and its implementation thereof lies with Shlomit Glaser.
- 6.2 This Complaints Policy is regularly reviewed and updated as required.