

## JEFFERIES COMPLAINTS POLICY

### Our Complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### Our Complaints Procedure

If you have a complaint, please contact Stella Young, our Complaints Partner. You can telephone her on 01702 332311, write to her at Dencora Court, Tylers Avenue, Southend on Sea, Essex, SS2 1BB or send an e-mail to her at [smy@jefferieslaw.co.uk](mailto:smy@jefferieslaw.co.uk). Mrs Young will enter the details in our Complaints Register and ask the Partner in charge of the department you are complaining about to investigate and report back to her. If we have to change any of the responsibilities or the timescales set out below, we will let you know and explain why. Any complaint about Mrs Young should be referred to Mrs Sarah Mitchell who can also be reached as above.

When writing, the procedure should be as follows: -

1. Write clearly marking your envelope "Private & Confidential" to Mrs Young stating as briefly as possible the nature of your complaint or suggestion.
2. Give a daytime telephone number where you can be contacted and, if possible, an e-mail address.
3. There is no need to enclose copies of our correspondence, as this will already be on your file.
4. Enclose copies of any other correspondence for consideration if copies will NOT be on your file.
5. Quote the file reference for the matter about which you are writing. The reference will be stated on each letter you receive from this firm.

### What will happen next?

1. Within seven days, we will send you a letter acknowledging your complaint and asking you if necessary to confirm or explain any detail to assist in the investigation. We will also let you know the name of the person who will be investigating your complaint. In certain circumstances the Head of the Department may be asked to try and initially resolve the issue with you without going through the formality of the Complaints procedure. You will again be notified of this approach.
2. If the case is deemed to be a formal complaint we will open a file for your complaint and investigate the matter by examining your client file.
3. If it is considered appropriate we may then invite you to meet Mrs Young or the Head of the relevant department to try and resolve your complaint. We would hope to be in a position to arrange this no later than fourteen days after receiving your complaint. If we decide that a meeting is not necessary, you prefer not to meet or we cannot arrange this within an agreeable timescale, we will write to you setting out our views on the situation and any redress that we consider appropriate.
4. Within fourteen days of any such meeting Mrs Young or the Head of Department will write to you to confirm what took place and any solutions that we may have agreed with you. In appropriate cases, we could offer an apology, a reduction of a bill, a repayment in relation to any payment received or such other remedy as deemed necessary.

#### SOUTHEND-ON-SEA OFFICE

3rd Floor, Dencora Court, Tylers Avenue  
Southend-on-Sea, SS2 1BB  
T 01702 332 311

#### CHELMSFORD OFFICE

Elizabeth House, 28 Baddow Road  
Chelmsford, CM2 0DG  
T 01245 206 740

F 01702 332 807  
E [info@jefferieslaw.co.uk](mailto:info@jefferieslaw.co.uk)  
[www.jefferieslaw.co.uk](http://www.jefferieslaw.co.uk)

5. If there is no meeting we will send you a detailed reply to your complaint usually within fourteen days of the acknowledgement letter. This could include our suggestions for resolving the matter where appropriate such as an apology, a reduction of a bill, repayment or such other remedy as deemed necessary.
6. If you are still not satisfied at the conclusion of the Complaints Procedure, you will then have the right to take your complaint to the Legal Ombudsman. We are attaching a copy of the Legal Ombudsman's leaflet entitled "What to do if you have a complaint". Please note the time scales referred to within the leaflet. The legal Ombudsman will look at a complaint if:
  - a) The problem or when you found out about it, happened after 5/10/10 and
  - b) You are referring within either six years of the problem happening or three years from when you found out about it and
  - c) You are referring your complaint to us within six months of our final response.

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

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