

## **Client Complaints Policy**

Centrefield LLP is a limited liability partnership, authorised and regulated by the Solicitors Regulation Authority (SRA number 622165) and registered in England and Wales under company number OC398472.

We are committed to providing a high-quality legal service to all our clients. If you are not happy with our service, please do not hesitate to contact us. This will help us to improve our service.

We would request that you raise any concern you may have, as soon as practicable, in the first instance with the relevant member of staff who is undertaking your work.

However, we accept that there may be occasions when the member of staff is unable to resolve your complaint or you may feel it is sufficiently serious that you want a more senior member of the firm to investigate this matter on your behalf.

If you have a complaint which you feel has not been dealt with satisfactorily by the member of staff concerned, please contact any partner of our firm (our partner's contact details are available on our firm's website or alternatively please ask the relevant member of staff with whom you have been dealing, to provide you with these details). If you wish to speak to any other partner of our firm at any time, please ask for the relevant contact details to be provided to you.

### **How we deal with complaints?**

1. We will send you a letter or an email acknowledging receipt of your complaint normally within five working days of receiving it, enclosing/attaching a copy of this procedure.
2. The client relationship partner (CRM) assigned to you when you or (where applicable) your organisation became a client of the firm, will then investigate your complaint with the relevant fee earner (where applicable). This will normally involve a review of your matter file and a discussion with the member of staff who acted for you and may involve asking you to give further information regarding your complaint.
3. The CRM will consider whether the matter can be dealt with more informally, for example, by correspondence or telephone, or whether a meeting with you is required. If so, we will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this normally within ten working days of sending you the acknowledgement letter/email. However the nature of complaints may vary in complexity and dealing with your particular complaint may take longer in which case we will give you our anticipated response time.
4. When the CRM writes to you with the response to your complaint, the CRM will seek to provide you with a suitable response setting out the firm's final position on your complaint.
5. If for any reason, we have to change any of the timescales set out above, we will let you know as soon as possible and explain why.
6. If you are still not satisfied, you may be able to complain to the Legal Ombudsman. The Legal Ombudsman will normally only deal with complaints from members of the public, small businesses, charities, clubs and trusts. Please contact the Legal Ombudsman direct to clarify whether the Legal Ombudsman office will consider your complaint. Your complaint must be normally made to the Legal Ombudsman within six months of you receiving our final decision on your complaint and no more than six years from the date of act/omission or no more than three years from when you should reasonably have known there was cause for complaint. You may contact the Legal Ombudsman at:

Office of the Legal Ombudsman  
PO Box 6806, Wolverhampton  
WV1 9WJ  
Telephone: 0300 555 0333 between 9am to 5pm  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

7. In addition, the Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Please see further: [www.sra.org.uk](http://www.sra.org.uk).