



OUR COMPLAINTS POLICY

Thompsons are committed to providing a quality legal service to all our clients. If you believe something has gone wrong or have reason to complain, we have a procedure to assist the complete and early resolution of the problem. Our aim is to uphold the quality standards we have set ourselves and improve upon them by learning from mistakes and from what our clients tell us about it. This will help us to improve our standards.

THE PROCEDURE

Although it is not essential, in making your complaint it would be helpful to us if you could provide details of your concerns in writing. If your case is a personal injury claim your complaint should be addressed to the Branch Manager at the office handling your case. If your case is an employment law matter your complaint should be addressed to Employment Rights Manager. The Branch Manager or ER Manager will retain overall responsibility for the complaint even if the investigation is undertaken by someone else designated by them to deal with the matter. If your complaint is about a Branch Manager or ER Manager then it should be sent to the Legal & Regulatory Compliance Manager, who is John Parkhouse of Thompsons Solicitors, The McLaren Building, 46 The Priory Queensway, Birmingham, B4 7LF.

WHAT HAPPENS ONCE I HAVE COMPLAINED?

1. We will acknowledge receipt of your complaint within 3 days of us receiving the complaint, enclosing a copy of this procedure.
2. Your complaint will be recorded in a central register for monitoring & management information purposes & a separate file will be opened.
3. We will then investigate your complaint. This will normally involve passing your complaint to the Branch Manager or ER Manager of the office who dealt with your matter, who will review your file and speak to the member of staff who acted for you.

INVESTIGATING YOUR COMPLAINT

- If appropriate, the Branch Manager or ER manager will then invite you to a meeting to discuss and hopefully resolve your complaint. The Branch Manager or ER Manager will do this within 21 days of sending you the acknowledgement letter
- Within 7 days of the meeting the Branch Manager will write to you to confirm what took place and any solutions they agreed with you
- If a meeting is not appropriate the Branch Manager or ER Manager will send you a detailed written reply to your complaint, including their suggestions for resolving the matter within 21 days of sending you the acknowledgement letter.

RESOLVING YOUR COMPLAINT

If you are still not satisfied with the outcome you should contact us again and we will arrange for our Legal & Regulatory Compliance Manager to review the decision.

We will write to you within 21 days of receiving your request for a review, confirming our final position of your complaint and explaining our reasons.

If you are still not satisfied, you can ask the Legal Ombudsman at P.O. Box 6806, Wolverhampton, WV1 9WJ to consider your complaint. Normally you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information you should contact the Legal Ombudsman on 0300 555 0333 or refer to www.legalombudsman.org.uk

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