



CLIENT COMPLAINTS PROCEDURE

If you are a client who is dissatisfied with the services that Farore Law is or has provided you should, in the first instance, contact the principal fee earner working on your matter. If you are still unhappy you should contact Suzanne McKie QC directly at sm@farorelaw.co.uk. You should provide as much detail as possible regarding the services about which you complain and why you are complaining about them.

Once you have done that Suzanne McKie will respond within a reasonable time, but no later than 21 days after your complaint. In the first instance Suzanne McKie may need to ask you for further details, and/or ask you further questions about the matter. Suzanne McKie will then contact you and set out a timeframe for her to investigate the complaint and provide an outcome. The timeframe will differ depending on complexity and availability of key documents and the fee earners who have been involved in the matter. An outcome will, however, be provided in writing within 3 months of your written complaint. Further discussions could then take place and Suzanne McKie may take into account further representations that you make. However, the outcome Suzanne McKie provides will be final and no appeal to any person in the firm will be possible.

If you remain dissatisfied, then the Legal Ombudsman can help you. They will look at your complaint independently and it will not affect how we deal with your complaint. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you want to make a complaint to the Legal Ombudsman you must do so **within six months** of the final outcome Farore Law provides for your complaint. There is a further limitation in that your complaint to the Legal Ombudsman must be no more than six years from the date of the act or omission about which you complain. If you would like more information about the Legal Ombudsman please contact them on 0300 555 0333 or at enquiries@legalombudsman.org.uk, or Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ.

If you are concerned about our behaviour, which includes things like dishonesty or discrimination, then you can make a complaint to the Solicitors Regulation Authority which deals with misconduct matters.