

## **Fountain Solicitors Complaints Procedure**

All clients should be kept informed as to the progress of their matter. It is accepted that facts and events sometimes change, emergencies and unforeseen factors come to light. The key to good client relationships is communication between firm and client.

1. The client should always be advised at the outset of the right to raise a complaint. Advice about complaints is included in our Terms of Business which is sent to every client upon our instruction to act.
2. If a client is unhappy with any aspect of the service provided, a complaint should be raised with the person who has day to day conduct of the client (the fee-earner).
3. A client who raises a complaint must behave and must be treated politely and courteously.
4. A client may raise a complaint by telephone, in writing (including email) or in person.
5. If the complaint cannot be resolved with the fee earner, the client MUST be advised of his/her right to make a formal complaint and be advised of the process. This complaints policy is accessible to all staff and should be sent to a client who confirms they wish to progress a complaint.
6. The client shall set out his/her complaint(s) in writing and send them to Mr Ramzan Sharif, Director, Fountain Solicitors, Mander House, 36 Bradford Street, Walsall, West Midlands, WS1 3QA or by email to [rsharif@fountainsolicitors.com](mailto:rsharif@fountainsolicitors.com).
7. The complaint will be acknowledged in writing within 7 days of receipt (unless in exceptional circumstances) and the acknowledgment should advise of the date by which they should receive a considered response. Unless otherwise advised, the firm will seek to resolve the dispute within 8 weeks of the receipt of the letter of complaint.
8. The Director will submit a copy of the complaint to the fee-earner and request a response within 14 days (unless in exceptional circumstances). The fee-earner will submit a written reply, together with relevant documentation or the file, as appropriate, within that time frame.
9. The Director will respond in writing to the letter of complaint within 28 days of receipt, setting out the conclusions and any action necessary.

10. The client is asked to respond within 14 days of receipt of this letter, confirming that he/she is satisfied or otherwise. If no response is received, the matter will be deemed to have been concluded.
11. If the client remains unsatisfied he/she should advise the Director who will arrange a suitable appointment to meet with the client and discuss the reasons why the client remains unsatisfied.
12. The Director will write within 14 days of the meeting to summarise the issues still in dispute and the firm's approach to these issues. This will, unless otherwise communicated, conclude the firm's internal complaints procedure.
13. The client must be advised in the final letter that, if for any reason the client remains unhappy, he/she has a right to complain to the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk): 0300 555 0333.