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Complaints Handling Procedure

DR Solicitors is committed to providing a professional, efficient and courteous service to all our clients. Although we are sorry you have had to complain about our service, we welcome this as an opportunity to monitor and improve our quality of service. We will investigate your concerns objectively and try to generate a positive and speedy solution.

In the first instance you should contact the person dealing with your case to discuss your concerns. They will do their best to resolve the issue. If you are not happy with their response, you can escalate the matter directly to the firm's principal, Daphne Robertson. Daphne's email address is d.robertson@drsolicitors.com and her telephone number is 01483 511555.

Daphne Robertson will consider your complaint and carry out an investigation and will provide a response and a proposed solution within eight weeks. If the matter is complex and it takes longer to deal with your complaint, we will contact you to give you an approximate timescale of when you can expect a response. If we believe it would be helpful, we may suggest a meeting.

If your complaint is made against Daphne Robertson then your concerns will be dealt with by another member of the Senior Management Team.

If you raise a complaint, it will not affect how we handle your case. There is no charge to you for complaints handling.

What to do if we cannot resolve your complaint

If you are not satisfied with our final response to your complaint, you may be able to complain to either the Legal Ombudsman or to the Solicitors Regulation Authority.

If your complaint is about the service we have provided, you may contact the Legal Ombudsman. The Legal Ombudsman will usually consider a complaint only if our internal complaints procedure has been exhausted and only if you, or your organisation, meet certain qualifying criteria. These criteria include the size of your organisation and the timing of your complaint. The Legal Ombudsman should accept complaints where you have made a complaint to us and received a final response in the last six months AND where the issue occurred less than six years ago OR less than 3 years since you reasonably should have known there was cause for complaint. The issue should also have happened on or after the 6th October 2010. The Legal Ombudsman can be contacted on 0300 555 0333, at PO Box 6806, Wolverhampton WV1 9WJ, or please visit their website www.legalombudsman.org.uk.

If your complaint is about the way in which we have behaved or if you have a concern about our professional conduct, you can raise your concerns at any time with the Solicitors Regulation Authority. The SRA can be contacted on 0370 606 2555, The Cube, 199 Wharfside Street, Birmingham, B1 1RN or please visit their website www.sra.org.uk

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