

## **Complaints Procedure**

Andrew Isaacs Solicitors is committed to providing high quality professional legal services to all our clients. However, we recognise that there may be occasions where you have concerns regarding our services.

If you have any complaint about the service provided by us or wish to complain about the bill, please, in the first instance, contact the fee earner who is handling your matter.

If the issue is unable to be resolved with the fee earner, the matter should be referred to Andrew Isaacs. You should provide him with full details of your complaint and copies of any relevant documents. The complaint will then be investigated and reported back to you as soon as possible.

You can write to him at:-

Andrew Isaacs Limited T/A Andrew Isaacs Solicitors  
Richmond House  
White Rose Way  
Doncaster  
DN4 5JH

Email: [agi@andrewisaacs.co.uk](mailto:agi@andrewisaacs.co.uk)  
Telephone: 01302 349480

### **What Will Happen Next?**

1. Within three working days of receiving your complaint, Mr Isaacs will write to you by way of acknowledgement, your complaint will be recorded in our central register and allocated a reference number.
2. Your complaint will be referred to the appropriate member of the Firm with a request for a report to be provided. Mr Isaacs will discuss the report with the member of the Firm and independently review your file following the meeting with the member of the Firm concerned.
3. Mr Isaacs will write to you with the Firm's decision upon the complaint within twenty-one days of receipt of your complaint or your clarification of any issues which may assist him in reaching his decision, whichever shall be the later. If that is not possible, he will inform you why that is the case and by when a response will be delivered.
4. If you remain dissatisfied and communicate that in writing together with your reasons:-
  - a) Mr Isaacs will ask another independent solicitor to review his decision and write to you within five working days with the Firm's final decision; or

- b) We will discuss with you any other form of conciliation or mediation which may be agreeable to both of us.

#### What do to if we cannot resolve your complaint?

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- a) Within six months of receiving a final response to your complaint  
and
- b) No more than six years from the date of act/omission; or
- c) No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

#### Contact details -

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

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.

#### Contact details -

Website: <https://www.sra.org.uk/consumers/problems/report-solicitor.page>  
Telephone: 0370 606 2555 between 8am to 6pm Monday to Friday (excluding Tuesday) and 9.30am and 6 pm Tuesday  
Address: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Dated: November 2018