



# Complaints Policy

<b>Document Name:</b>	Complaints Policy		
<b>Author</b>	Kayleigh Picton	<b>Guidance obtained from:</b>	Management Team, Finance Department
<b>Executive Sponsor</b>	Teresa Glynn	<b>Issue date:</b>	April 2020
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## **SCOPE**

Andrew Isaacs Law takes the view that the professional and effective handling of complaints and issues is an opportunity to develop improvements and learn from mistakes.

Complaints and issues can be raised formally or informally, in each case the issues will be thoroughly reviewed to ensure operational processes and procedures are continually improved.

Andrew Isaacs Law aim to review each incident promptly and impartially and will demonstrate a consistency across the complaints process to assist with providing a fair and timely response.

## **DEFINITION OF COMPLAINT**

Andrew Isaacs Law considers a complaint to be any expression of dissatisfaction made either by a Client or any Professional having dealings with the company. A complaint may be made either verbally or in writing and can include, but is not limited to, the standard of service, actions or lack of action by the Company or its staff, affecting a Client or other Professional who has dealings with ANDREW ISAACS LAW.

What is not a complaint?

**Feedback:** Informal comment on ANDREW ISAACS LAW's processes, practices and/or performance; the subject matter and/or seriousness thereof does not constitute a complaint.

**Query:** A question requiring clarification, be it case-specific or generic.

**Referral:** Instances in which the referrer requires case specific guidance relating to the actions of Andrew Isaacs Law that is not the result of a customer complaint. However, all incidents of these non-complaint categories are responded to as required.

## **RESPONSIBILITIES**

The Managing Director is responsible for the coordination of the Complaints Process. The Senior Solicitor, Amanda Page is responsible for overseeing the process of monitoring and reporting the progress of the complaint and any responses made.

The Senior Solicitor is responsible for assisting in the investigation of complaints directly related to their areas of operation.



## **PROCESS FOR COMPLAINT HANDLING**

Complaints should preferably be in writing, addressed to the Senior Solicitor and signed by the Complainant, complete with address. Complaints can be made in writing, email or by telephone using the details below:

Andrew Isaacs Law Limited  
Regent Chambers  
3 Regent Terrace  
Doncaster  
DN1 2EE

Email: [amanda@andrewisaacs.co.uk](mailto:amanda@andrewisaacs.co.uk)

Telephone: 01302 349480

Telephone and verbal complaints will be entered into the Complaints System, but wherever possible, should be confirmed in writing. Anonymous complaints will also be recorded and assessed and action taken internally where necessary.

Andrew Isaacs Law will deal with any complaint with fairness and in confidence; the Complainant will always be treated with courtesy and respect. As such, Andrew Isaacs Law expect that the Complainant will also treat our staff dealing with the complaint with the same courtesy and respect.

Should a complaint be deemed necessary, the following process will be followed:

1. Within three working days of receiving your complaint, the Senior Solicitor 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. The Senior Solicitor 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. The Senior Solicitor will write to you with the Firm's decision upon the complaint within 21 days of receipt of your complaint or your clarification of any issues which may assist her in reaching his decision, whichever shall be the later. If that is not possible, she 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) The Senior Solicitor will ask Kayleigh Picton who is a Director of the Firm to review her decision and write to you within 5 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 TO DO 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 conduct. You are able to contact the Solicitors Regulation Authority using the below 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

### **COMPLAINT RECORDING**

Andrew Isaacs Law record the details of complaints received for training and internal development purposes. A key aspect of the complaints procedure is the resolution of issues internally so that the Firm can be confident that the appropriate retraining is supplied, or process amended so that all possible measures are put in place to reduce the likelihood of the issue repeating in future. Therefore, if



legitimacy as an eligible complaint is established, the case is entered into the Complaints Log. Such initial entry details are:

- Who is investigating complaint
- Date of complaint
- Name of Complainant
- Case Reference number and file name (if relating to a specific case)
- Brief overview of the key issues
- Andrew Isaacs Law employees who are involved
- Date acknowledged with Complainant
- Date response sent
- Internal action for resolution

#### **COMPLAINTS INFORMATION SECURITY**

Andrew Isaacs Law will, at all times, adhere to the General Data Protection Regulations to ensure that all personal data will be kept securely and that details of individual's personal data will not be disclosed to third parties without that individual's consent.