

Complaints Policy

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1. Scope

Andrew Isaacs Law Ltd (“the Firm”, “we”, “us”, or “our”) is committed to the professional, fair, and effective handling of complaints. We view complaints as an opportunity to improve our services and learn from any mistakes. All complaints and issues, whether raised formally or informally, are thoroughly reviewed to ensure our operational processes and procedures are continually enhanced. We aim to review each incident promptly, impartially, and consistently, providing a fair and timely response in accordance with current regulatory requirements, including the SRA Standards and Regulations and the UK General Data Protection Regulation (UK GDPR).

2. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction, whether oral or written, made by a client or any professional having dealings with the Firm. This may relate to the standard of service, actions, or lack of action by the Firm or its staff, affecting a client or other professional.

What is not a complaint?

- **Feedback:** Informal comments on the Firm’s processes, practices, or performance, where the subject matter or seriousness does not constitute a complaint.
- **Query:** A request for clarification, whether case-specific or general.
- **Referral:** A request for case-specific guidance not arising from a complaint.
All such matters are responded to as appropriate, but are not treated as complaints under this policy.

3. Responsibilities

In the first instance, concerns about our service should be raised with the person handling your case, or, if you prefer, with their supervisor (details of whom are provided in your initial engagement letter). If this does not resolve your concerns, you may make a formal complaint to Teresa Glynn, Director, who is responsible for the Firm’s complaints process.

4. Complaints Handling Process

4.1 How to Make a Complaint

Complaints may be made in writing or by email. Anonymous complaints will be recorded and assessed, and action taken internally where necessary.

Contact Details:

FAO: Teresa Glynn, Director
Andrew Isaacs Law Ltd
Unit 7, Atlas Office Park
Balby Carr Bank
Doncaster DN4 5JT
Email: family@andrewisaacs.co.uk
Telephone: 01302 349480

4.2 Procedure

1. **Acknowledgement:** Within five working days of receiving your complaint, we will acknowledge receipt in writing, record your complaint in our central register, allocate a reference number, and confirm our understanding of your concerns.
2. **Investigation:** Your complaint will be referred to the appropriate member of the Firm for a report. Teresa Glynn will review the report and independently review your file.
3. **Timescale:** We aim to complete our investigation and provide a substantive response within eight weeks of receiving confirmation of your complaint. In many cases, we will respond sooner.
4. **Outcome:** Once the investigation is complete, we will write to you with our decision and details of any action to be taken. If you are satisfied, the complaint will be recorded as resolved.
5. **If You Remain Dissatisfied:** If you remain dissatisfied, you may write to us with your reasons. Teresa Glynn will review the decision and respond within five working days with the Firm's final decision, or discuss alternative forms of conciliation or mediation if appropriate.

5. If We Cannot Resolve Your Complaint

If you are not satisfied with our final response, or if your complaint has not been concluded within eight weeks, you may refer your complaint to the Legal Ombudsman, provided you are an eligible complainant. The Legal Ombudsman is an independent body that investigates complaints about legal services.

Time Limits:

- You must refer your complaint to the Legal Ombudsman within six months of our final response.
- The act or omission complained about must have taken place within one year of the complaint to the Ombudsman, or you must have become aware of the issue within one year.

Contact Details:

Website: www.legalombudsman.org.uk

Telephone: 0300 555 0333 (9am–5pm)

Email: enquiries@legalombudsman.org.uk

Address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Solicitors Regulation Authority (SRA):

If your concern relates to our conduct (e.g., dishonesty, discrimination, or breach of SRA Principles), you may contact the SRA.

Website: <https://www.sra.org.uk/consumers/problems/report-solicitor.page>

Telephone: 0370 606 2555

Address: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN

6. Recording and Monitoring Complaints

All complaints are recorded in our Complaints Log for training and internal development purposes.

This enables us to identify trends, provide appropriate training, and implement process improvements to reduce the likelihood of recurrence.

7. Confidentiality and Data Protection

All complaints are handled confidentially and in accordance with the UK GDPR and our Privacy Policy. Personal data relating to complaints will be kept securely and will not be disclosed to third parties without your consent, except as required by law or regulatory obligations.

8. Review of Policy

This policy is reviewed regularly to ensure compliance with current regulations and best practice.

Andrew Isaacs Law Ltd

Authorised and regulated by the Solicitors Regulation Authority

If you require this policy in an alternative format, please contact us using the details above.