

# BEVIRS | LAW

## Complaints Procedure

### **Our Complaints Policy**

Bevirs is committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our printed Terms of Business advise clients how to make a complaint and are sent out to all clients with their Engagement Letter when the work begins. The first step is to take the issue up with the fee earner who is dealing with your work but if you remain dissatisfied you can move on to the formal complaints procedure.

### **Our Complaints Procedure**

What is a complaint?

A complaint is a concern or a complaint whether about our legal services or your bill which you have not been able to resolve with the person dealing with your matter.

Please contact us as soon as you are aware of the problem, so this can be addressed.

### **Who to complain to**

Please contact Stuart McNeil the **Designated Partner** who has responsibility for complaints handling. He can be contacted as follows.

**Post :** 36 Regent Circus, Swindon, Wiltshire, SN1 1UQ

**E-mail:** [stuart.mcneil@bevirs-law.co.uk](mailto:stuart.mcneil@bevirs-law.co.uk)

**Telephone:** 01793 532363

If Stuart McNeil is the fee earner dealing with the matter you have a complaint about then please contact our Partner for Client Relations who is Sonyia Woolnough. She can be contacted as follows.

Post: 141 High Street, Royal Wootton Bassett, Swindon, Wiltshire, SN4 7AZ

E-mail: [sonyia.woolnough@bevirs-law.co.uk](mailto:sonyia.woolnough@bevirs-law.co.uk)

Telephone: 01793 848900

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

1. We will send you a letter acknowledging receipt of your complaint within five working days of our receiving the complaint, enclosing a copy of this procedure. If you tell us when you make the complaint that you have a disability, we will do our best to make sure that the reply is in a format accessible to you.
2. The Designated Partner (or Client Relations Partner as appropriate) will review the file relating to your work and may speak to those within the firm who have been dealing with you.
3. Within 21 days of sending you the acknowledgement letter The Designated Partner (or Client Relations Partner) will write to you in detail to deal with your complaint.
4. If you are not satisfied with the way in which The Designated Partner ( or Client Relations Partner) has dealt with your complaint you may request a personal meeting with that partner or you may request that the complaint be reviewed by a different partner. In either case we will offer you a meeting or

will review the file within 21 days of receiving your request and will write to you with our final decision 2 weeks after that.

5. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider your complaint. You can contact the Legal Ombudsman by Post Legal Ombudsman, P.O. Box 6806, Wolverhampton, WV1 9WJ by Telephone 0300 555 0333 or by email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). If you want to involve the Legal Ombudsman, you must do so within six months of your last contact with us. You may also apply to the Court for assessment of any bill under Part III of the Solicitors Act 1974.
6. Our Professional Indemnity Insurers are Axis Speciality Europe SE 4<sup>th</sup> Floor Plantation Place South 60 Great Tower Street London EC6R 5AZ