

**Claire Collinson Legal
Complaints Handling Procedure
Applicable from Oct 2011**

General

One of the principal aims of Claire Collinson Legal is to provide a high quality, individually tailored service. If my clients are not completely satisfied with the service they receive, any complaints will be taken very seriously and I will ensure that any such complaints are handled promptly, fairly and effectively, in accordance with the procedure set out below and the SRA Code of Conduct 2011.

What is a complaint?

I will treat all expressions of dissatisfaction with the service provided by Claire Collinson Legal as a complaint. These may be conveyed by letter, telephone, email or personally and will include minor problems as well as any substantive complaints.

How will Claire Collinson Legal respond to a complaint?

I will provide an initial response to a complaint, in writing, within 2 days of that complaint being brought to my attention. The initial response will either be a substantive response to the complaint, or if I consider that further time is needed to respond substantively, the initial response will confirm when a substantive response will be given. A substantive response will be provided within 4 weeks of the complaint being brought to my attention, and sooner if possible.

How will Claire Collinson Legal approach complaints?

In dealing with complaints, I will identify the cause of the problem and depending on the circumstances of each complaint, offer appropriate redress and / or correct any unsatisfactory procedures which the complaint identified, with the aim of ensuring that no similar complaint could arise again.

Recording

Claire Collinson Legal will maintain a central record of any complaints received and responses provided.

Charges

For the avoidance of doubt, no charges will be made for time spent by Claire Collinson Legal in dealing with complaints against the practice made by clients.

Reviews

With a view to minimising complaints, Claire Collinson Legal will carry out regular reviews of any complaints received and may, from time to time, request input from clients relating to the service levels received from Claire Collinson Legal.