

## **Qore Legal Complaints Procedure**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can follow our formal complaints procedure below. Making a complaint will not affect how we handle your case.

### **Our complaints procedure**

If you have a complaint, write to us (or email at [info@qorelegal.co.uk](mailto:info@qorelegal.co.uk)) with the details.

### **What will happen next?**

1. We will send you a letter or email acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter (or email) within seven days of us receiving your complaint.
2. We will record your complaint in our Central Register and open a separate file for your complaint. We will do this within seven days of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within seven days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:
  - We will pass your complaint to Mr Jonathan Hendry, our designated Complaints Partner, within seven days.
  - He will ask the member of staff who acted for you to reply to your complaint within seven days.
  - He will then examine the reply and the information in your complaint file. If necessary he may also speak to them. This will take up to seven days from receiving the reply and the file.
5. Jonathan Hendry will then invite you to meet him and discuss, and we hope, resolve your complaint. He will do this within seven days of step 4 concluding.
6. Within seven days of the meeting Jonathan Hendry will write to you to confirm what took place and any solution he has agreed with you. If you do not want a meeting or it is not possible, Jonathan Hendry will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within seven days of completing his investigations.

7. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways:
  - Another partner of the firm will review Jonathan Hendry's decision within 14 days;
  - We will invite you to agree to independent mediation within 14 days. We will let you know how long this process will take.
8. We will let you know the result of the review within seven days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
9. If we have to change any of the timescales above, we will let you know and explain why.

### **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:

- Within six months of receiving a final response to your complaint
- and
- No more than six years from the date of act/omission; or
  - 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

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

### **What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

If you are unhappy about how the LeO or SRA have dealt with your complaint you can complain to the Legal Services Ombudsman (LSO), who is responsible for dealing with complaints about legal professional bodies. The address for the Legal Services Ombudsman is:

**Legal Services Ombudsman**

3rd Floor Sunlight House

Quay Street Manchester

M3 3JZ

Helpline: 0845 601 0794

E-mail: [lso@olso.gsi.gov.uk](mailto:lso@olso.gsi.gov.uk)

In addition to directing a complaint to the Legal Ombudsman (LEO) you will be able to refer your dispute for Alternative Dispute Resolution (ADR). There are three Institutions available to deal with disputes in the legal services sector, namely the Ombudsman Services, ProMediate and Small Claims Mediation. If required, we will provide contact details for those mediation services.