

## OUR COMPLAINTS POLICY

Thompsons are committed to providing a quality legal service. If you believe something has gone wrong or are dissatisfied with our service, we have a procedure to assist the early resolution of the problem. Our aim is to uphold the quality standards we have set ourselves and improve upon them by learning from mistakes and from what our clients tell us about it. This will help us to improve our standards.

### THE PROCEDURE

Although it is not essential, in making your complaint it would be helpful if you could provide details of your concerns in writing. Your complaint should be addressed to the Managing Partner at the office handling your case. The Managing Partner will retain overall responsibility for the complaint even if the investigation is undertaken by someone else designated by them to deal with the matter. This will usually be a Regional Manager or other manager. If your complaint is about a Regional Manager it will be dealt with by the Managing Partner or other senior manager. If your complaint is about the Managing Partner then it should be sent to the Head of Risk and Compliance, who is Martyn Gwyther, of Thompsons Solicitors LLP Birmingham, P.O. Box 11044, Nottingham, NG1 9PW. We would expect complaints to be raised within a year of the date of the issue about which you are concerned or within a year of you realising there was a concern.

### WHAT HAPPENS ONCE I HAVE COMPLAINED?

1. We will acknowledge receipt of your complaint within 2 working days of us receiving the complaint, enclosing a copy of this procedure.
2. Your complaint will be recorded in a central register for monitoring and management information purposes.
3. We will investigate your complaint. This will normally involve passing your complaint to the relevant manager in the office which dealt with your case. They will review the matter and speak to the member(s) of staff who acted for you.
4. You will not be charged by the firm for our investigation of your complaint.

### INVESTIGATING YOUR COMPLAINT

- If appropriate, the manager may arrange to discuss and hopefully resolve your complaint with you. The manager will do this within 21 days of sending you the acknowledgement letter.
- Within 5 working days of any meeting the manager will write to you to confirm what took place and any solutions they agreed with you.
- If a meeting is not possible or required the manager will send you a detailed written reply to your complaint, including their suggestions for resolving the matter within 21 days of sending you the acknowledgement letter.

### RESOLVING YOUR COMPLAINT

If you are still not satisfied with the outcome you should contact us again. We will arrange for a more senior manager, such as a Managing Partner or national manager, to review the decision.

We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you are still not satisfied, you can ask the Legal Ombudsman (an independent complaints body established under the Legal Services Act) at P.O. Box 6167, Slough, SL1 0EH to consider your complaint. Normally you need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint. Please note that from 1 April 2023 the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of from when you should reasonably have known there was cause for concern. For further information you should contact the Legal Ombudsman at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or on 0300 555 0333.

If we have to change any of the time scales above, we will let you know and explain why.