



OUR COMPLAINTS POLICY

If you are at all unhappy with the way we have dealt with your matter or with the bill, it is important to us that you tell us about it.

We are committed to the highest levels of client service and if something goes wrong, we would like to know about it so that we can learn from it and further improve our standards. We regard all complaints very seriously and make every effort to resolve them speedily and effectively.

IF YOU HAVE A COMPLAINT

- Initially, we would ask you to contact the person who is handling your matter so that we can try to 'put things right' straightaway. If you prefer, as an alternative you should contact the partner with responsibility for supervision of your matter or (if different) the partner with overall responsibility for the firm's relationship with you. The contact details for these people will appear in your letter of engagement.
- If you remain dissatisfied, please refer your complaint to the firm's Chief Executive Officer (CEO), Andy Duxbury, who will commence a detailed investigation - please see below for contact details. The procedures we will then follow comprise:
 - Within three working days, we will send a letter acknowledging receipt of your complaint
 - A full review will be undertaken by the CEO with the person responsible for your matter and his/her supervising partner
 - In most instances an invitation will be sent to you to attend a meeting to discuss and hopefully resolve the complaint. This will be followed up with a letter within three days, confirming what took place and any solutions agreed with you
 - If you do not wish to attend a meeting, or are unable to do so, a formal written response to your complaint will be sent, along with suggestions as to how we might resolve it
 - Following any meeting and/or the written response to your complaint, if you are still not happy you should contact us again. In these circumstances, the Chief Executive Officer will review the matter with another of the firm's partners who is familiar with the work area but not directly involved in the matter
- These procedures will be followed for all complaints. Please note, though, that any dissatisfaction with the amount of the fee we have charged you must be raised with us in writing within three months of the date of the bill.
- If, after eight weeks, you are unhappy with the way we are addressing your complaint, you should contact the Legal Ombudsman at PO Box 15870, Birmingham, B30 9EB. Please note that any complaint to the Legal Ombudsman should be made within six months of the date of your last contact with us but no later than one year. For further information, you should contact the Legal Ombudsman (0300 555 0333 or refer to www.legalombudsman.org.uk).
- There may also be a right for you to object to your bill by applying to the court for an assessment under Part III of the Solicitors Act 1974.
- We would normally expect to conclude our investigations and all stages of our complaints handling procedures within 21 days. Sometimes delays are unavoidable however (for example finding convenient dates for a meeting, if we need to discuss issues with our insurance provider, etc) and if we have to extend the above timescale above, we will let you know and explain why.

WHO TO CONTACT

Please write to Andy Duxbury, Chief Executive Officer of Aaron and Partners LLP at Grosvenor Court, Foregate Street, Chester, CH1 1HG or email andy.duxbury@aaronandpartners.com