



Aaron & Partners
Solicitors

AARON & PARTNERS LLP

NON-CLIENT COMPLAINTS POLICY

This policy outlines the complaints process for non-clients. If you are a client who is unhappy with the way we have dealt with any aspect of the matter (such as, our service or how you have been treated) or with the bill, please refer to our legal services complaints process.

We are required to comply with our professional obligations and act in accordance with the standards and regulations set out by our regulator, The Solicitors Regulation Authority. We have a duty to act in the best interests of our clients, and in doing so we understand this may result in businesses and individuals, who are not our clients, becoming unhappy with actions we take and correspondence we send. Although we strive to ensure any such actions and correspondence are within the law and in accordance with our professional obligations, there is no legal or regulatory requirement for us to implement this procedure in response to complaints from non-clients. However, where we consider a written response to such a complaint is appropriate, we will aim to provide one in accordance with this procedure.

GROUND OF COMPLAINT THAT WE WILL INVESTIGATE

We will, where we consider it appropriate to do so, investigate complaints regarding:

- Alleged unethical conduct by an employee of Aaron & Partners
- Concerns over illegal practice within our supply chain (such as human rights breaches)

GROUND OF COMPLAINT THAT WE WILL NOT INVESTIGATE UNDER THIS POLICY:

- If you are a client and have a complaint regarding our legal practice, this must be submitted via our legal services complaints process and it will be dealt with under that. We will not investigate any complaints by non-clients beyond those that fall within the grounds set out above under the heading "Grounds of Complaint that we Will Investigate"

IF YOU HAVE A DATA PROTECTION COMPLAINT

Should you wish to make a data protection complaint please forward the same to compliance@aaronandpartners.com or by letter addressed to The Complaints Partner, Aaron and Partners LLP, 5-7 Grosvenor Court, Foregate Street, Chester CH1 1HG.

We will acknowledge receipt of your complaint within 30 days of the date of receipt. Investigations will then be undertaken and we will provide our response to your complaint without undue delay and no later than 8 weeks from date of receipt of the complaint.

If you are not satisfied with the response, you have the right to complain directly to the Information Commissioner's Office (ICO) at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Work done by this firm (including consumer credit matters) is authorised and regulated by the Solicitors Regulation Authority (number 401104), except for work done as Insolvency Practitioner (regulated by the Institute for Chartered Accountants in England & Wales in the UK) and notarial work (regulated by the Faculty Office of the Archbishop of Canterbury).

Aaron & Partners LLP is a limited liability partnership registered in England & Wales under Registration Number OC307122. Registered office: Grosvenor Court, Foregate Street, Chester CH1 1HG. The term Partner denotes a senior person. Nobody described as a Partner is a Partner in legal terms. Some, but not all, of those described as Partners are Members of the LLP and a full list of Members is available at the registered office. We will accept service by email only to email addresses specifically notified in relation to any given matter as being acceptable for service.

Lexcel
Practice Management Standard
Law Society Accredited

iag

Grosvenor Court,
Foregate Street,
Chester CH1 1HG

01244 405555

aaronandpartners.com

IF YOU HAVE A COMPLAINT

Initially, we would ask you to contact the person handling the relevant matter at Aaron & Partners.

Should we determine that your complaint is out of scope, or submitted on grounds we do not accept, we will outline this in writing with written reasons for non-acceptance.

If you remain dissatisfied, please refer your complaint to the firm's Complaints Officer, Claire Hughes, who will commence a detailed investigation - please see below for contact details. Please explain what you would like us to do to resolve matters. The procedures we will then follow comprise:

- Within seven working days, we will send a letter or email acknowledging receipt of your complaint and confirming whether we maintain that the complaint is out of scope or whether we will investigate further
- If we agree to investigate further, a review will be undertaken by Claire Hughes with the person responsible for your complaint and the departmental manager.
- A written response to your complaint will be sent within eight weeks of receipt of your complaint. An update on the progress made by the Complaints Partner's investigation will be provided after a period of 4 weeks following the acknowledgment.
- Following the written response to your complaint, if you remain dissatisfied about the service you have received, you should seek legal advice.

Claire Hughes can be contacted at claire.hughes@aaronandpartners.com.

COMPLAINANTS PROTECTION

It is understandable that complainants are sometimes worried about possible repercussions. We aim to encourage openness and will support individuals who raise genuine concerns in good faith under this policy, even if they turn out to be mistaken.

Complainants must not suffer any detrimental treatment as a result of raising a concern in good faith. For certain disclosures, which are made in the public interest, individuals are afforded further protection by virtue of the Public Interest Disclosure Act (PIDA) 1998.

If you believe that you have suffered any detrimental treatment, as a result of a disclosure, you should inform the Complaints Officer (Claire Hughes) immediately. Actions such as retaliation or detrimental treatment (e.g., contractual disadvantage) will result in an investigation, the timeline of which will be outlined at the earliest opportunity.

Actions such as retaliation or detrimental treatment will result in an investigation, the timeline of which will be outlined at the earliest opportunity. In the event that your concern is upheld, anyone involved in such conduct, where we consider it appropriate, will be subject to disciplinary action. The sanctions available are written warning, final written warning, transfer, demotion, dismissal without notice (gross misconduct cases only).