



Aaron & Partners
Solicitors

AARON & PARTNERS LLP

LEGAL SERVICES COMPLAINTS POLICY

If you are at all unhappy with the way we have dealt with any aspect of your matter (such as the legal advice provided, our client service, how you have been treated) 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.

GROUNDINGS OF COMPLAINTS THAT WE WILL INVESTIGATE

We will investigate complaints regarding:

- The legal advice we have provided
- The quality of our client service (e.g., our response time to communications)
- How you have been treated
- Our charges to you
- Alleged unethical conduct by an employee of Aaron & Partners

NON-CLIENT COMPLAINTS

We will not accept a complaint via this policy from non-clients. If you are a non-client who wishes to raise a complaint, please use the Non-Client Complaints Policy.

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.

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Grosvenor Court,
Foregate Street,
Chester CH1 1HG

01244 405555

aaronandpartners.com

IF YOU HAVE A LEGAL SERVICES 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.

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 Partner, 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.
- A full review will be undertaken by the Complaints Partner with the person responsible for your matter and the supervising partner.
- In some instances, an invitation may 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 to seven days, confirming what took place and any solutions agreed with you.
- If no meeting is held, a formal written response to your complaint will be sent within eight weeks of receipt of your complaint, along with suggestions as to how we might resolve it. An update on the progress made by the Complaints Partner's investigation will be provided after a period of four weeks following the acknowledgment.
- Following any meeting and/or the written response to your complaint, if you remain dissatisfied about the service you have received, you should contact us again. In these circumstances, the Complaints Partner will review the matter with another of the firm's partners who is familiar with the work area but who is 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 we have not been able to resolve your complaint to your satisfaction, then you can have the complaint independently looked at by the Legal Ombudsman or the Solicitors Regulation Authority.

From 1 April 2023, the time limits for referring a complaint to the Legal Ombudsman will be no later than: one year from the date of the act or omission being complained about; or one year from the date when you should have realised that there was cause for complaint. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint.

To contact the Legal Ombudsman you can telephone on 0300 555 0333, email enquiries@legalombudsman.org.uk, or write to the Legal Ombudsman, PO Box 6167, Slough, SL1 0EH. Alternatively, you can find more information by visiting www.legalombudsman.org.uk.

The Solicitors Regulation Authority deal with matters where their Principles have been breached by firms that they regulate. If the matter relates to poor service provided by a solicitor this should be referred to the Legal Ombudsman. Upon receipt of your complaint, the Solicitors Regulation Authority aim to acknowledge the same within ten to fifteen working days.

To contact the Solicitors Regulation Authority you can telephone on 0370 606 2555, email contactcentre@sra.org.uk, or write to The Cube, 199 Wharfside Street, Birmingham, B1 1RN. Alternatively, you can find more information by visiting www.sra.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 expect to conclude our investigations and all stages of our complaints handling procedures within eight weeks. 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 Claire Hughes, Complaints Partner of Aaron and Partners LLP at Grosvenor Court, Foregate Street, Chester, CH1 1HG or email claire.hughes@aaronandpartners.com.

COMPLAINANT 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.

If you believe that you have suffered any detrimental treatment, as a result of a disclosure, you should inform the Complaints Partner (Claire Hughes) immediately. 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).