

## **COMPLAINTS HANDLING**

### **COMPLAINTS HANDLING POLICY AND PROCEDURE**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### **COMPLAINTS HANDLING STATEMENT**

Astute Dynamic is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or if you want to make a complaint, please contact us by email at [info@astutedynamic.com](mailto:info@astutedynamic.com) or by post to our office at 36-37 Albert Embankment London SE1 7TL.

Our definition of a complaint is:

“Any expression of dissatisfaction to which a client or other person would reasonably expect a response or by which it is clear that a system or procedure may not be in effective operation – such an expression can be face-to-face, by letter, by e-mail or over the telephone”

The firm takes all complaints seriously and will abide by its Complaints Procedure. Information about who to contact if there is a problem is given at the outset of the case in the first Client Care Letter. Clients are advised to contact the COLP regarding any complaint.

Complaints are identified either by the person who is responsible for checking the post that day or the person who is in direct contact with the dissatisfied person, either on the telephone, face to face or by email. All the firm’s staff is aware of the definition of a complaint and that they are not necessarily in writing. When a complaint arises, it will be referred to the COLP to record and respond.

The COLP will ensure that the following action is taken:

- a) All details of the complaint are entered into a complaint form.
- b) Complaint (and, where relevant, client file) is passed immediately to the COLP;
- c) The COLP will respond to the complainant within 3 days of receipt of complaint into office. Except in exceptional circumstances this will be a substantive response and not merely an acknowledgement.
- d) The office systems and/or procedures are reviewed to prevent a similar complaint in the future;
- e) Consideration of training needs is to be reviewed by the COLP.

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The Complaints Policy will be implemented and followed in full. If there is a complaint about the COLP, it will be forwarded to an independent solicitor or other professional person to deal with and that person must comply with the firm's Complaint's Policy and Procedures as long as they are fair and comply with all regulatory requirements. All complaints and results of reviews will be discussed at team meetings and reviewed quarterly by the COLP.

### **Our complaints handling procedure**

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed to Astute Dynamic 36-37 Albert Embankment London SE1 7TL or to [info@astutedynamic.com](mailto:info@astutedynamic.com)

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

1. We will send you a letter or email acknowledging receipt of your complaint within five days of your raising your concerns, enclosing a copy of this procedure. We will consider the format of this document in regard to those who are vulnerable or have disabilities and, in such cases, will deliver a copy of this procedure in a more appropriate format or in a format requested by the complainant.

2. We will then investigate your complaint and will review your matter file and speak to the member of staff who acted for you.

The complaints officer will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for a review of the decision.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 15870, Birmingham B30 9EB or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at <http://www.legalombudsman.org.uk>.

If we must change any of the timescales above, we will let you know and explain why.

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