



# Complaints policy

## *Procedure for clients*

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A complaint includes any expression of concern or request to reduce the amount of a bill.

In the first instance, please raise your concern with the person handling the matter by telephone or in writing. If it cannot be easily resolved, please telephone or write to the supervising partner handling your instruction or your named client partner.

Please provide full details of the nature of the complaint. This will be investigated by the client partners who will agree actions with our Senior Partner, Rachael Heenan.

No later than two working days after receipt of the complaint we will:

- Record the details of your complaint
- Send you a letter acknowledging receipt of the complaint
- Summarise the details, giving you the opportunity to correct our understanding if this is incorrect
- Give you a point of contact
- Give a realistic estimate of when you can expect to receive a more substantive reply (usually 10 working days).

The complaint will then be fully investigated. The person investigating the complaint will obtain a full account of the matter by consulting with those staff directly involved in the complaint.

When the investigation is complete, you will be given a full written response.

If you are dissatisfied your complaint will be reviewed by Rachael Heenan with the Quality and Risk Management Director, Alison Morley. If after the review and our response you are still not satisfied, please contact:

**The Legal Ombudsman**

PO Box 6806  
Wolverhampton  
WV1 9WJ

This should usually be made within six months of receiving a final written response from us about the complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Alternatively, your complaint can be referred to a complaints body, competent to deal with complaints about legal services, should both you and our firm wish to use such a scheme.

## Procedure for non-clients

If you are not a client we can only handle your complaint if you believe that we have acted in breach of the Solicitors' Code of Conduct and can specify the breach. Please send your complaint for the attention of Rachael Heenan, Senior Partner, Capsticks Solicitors LLP, 1 St Georges, Wimbledon SW19 4DR. We will tell you as soon as is reasonably possible if we consider that there has been a breach and apologise if so. If you are not satisfied, you may ask the Solicitors' Regulation Authority to investigate our conduct.

### Solicitors' Regulation Authority

The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN  
Tel: 0370 606 2555  
Email: [report@sra.org.uk](mailto:report@sra.org.uk)

[www.sra.org.uk](http://www.sra.org.uk)

## Professional indemnity insurance

In accordance with our regulatory obligations, we confirm Capsticks LLP has professional indemnity insurance in place in excess of the compulsory minimum level for users of our services in England and Wales. Details will be provided in response to any qualifying enquiry by contacting Alison Morley, Quality and Risk Management Director, Capsticks Solicitors LLP, 1 St Georges, Wimbledon SW19 4DR.

*For more information please contact:*



RACHAEL HEENAN

**Senior Partner**

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[rachael.heenan@capsticks.com](mailto:rachael.heenan@capsticks.com)