



Complaints Policy

Process for clients

1. Introduction

Your feedback is important to us and helps us to improve our client service.

We treat any expression of concern or request to reduce the amount of a bill as a complaint under our internal complaints handling process.

Our aim is to resolve issues with you as quickly as we can and to help us do this in the first instance please raise your concern with the person handling your matter who will try to resolve your concerns.

If an informal resolution cannot be reached please provide full details of your complaint by telephone or in writing to the supervising partner handling your instruction or your named client partner.

Alternatively, you can contact Rachael Heenan, Senior Partner:
Email: rachael.heenan@capsticks.com
Telephone: 07538 680529

2. The process

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 but usually within 10 working days. We may need to contact you for further information during our investigation. If in doing so, the timescale for our response is likely to change we will tell you.

Your complaint will be investigated by the client partner, who will agree actions to resolve your complaint with our Senior Partner, Rachael Heenan in the timescales set out in this document. If your complaint is about the client partner then the Senior Partner will undertake the investigation.

The person investigating the complaint will obtain a full account of the matter by consulting with those staff directly involved in the complaint. We may at this point need to contact you for clarification about the issues you have raised.

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

If you tell us you are dissatisfied with the written response your complaint will be reviewed by either, the Senior Partner, Rachael Heenan, or the Compliance Officer Legal Practice, Alison Morley.

Unless you fall within The Legal Ombudsman's Scheme for complaints about service, or your complaint relates to a breach of the SRA Code of Conduct as set out under the "Next steps" paragraph, there will be no further review of your complaint.

3. Next steps

Legal Ombudsmen Scheme

The Legal Ombudsman scheme is only available to individuals, small businesses (micro enterprises within the EU definition), charities (annual income of less than £1 million, clubs, societies, associations and trusts (asset value of less than £1 million). Additionally, The Legal Ombudsmen deal only with complaints relating to poor service.

If you fall into one of these categories and we have been unable to resolve your complaint using our internal complaints handling process, you may, within six months of our final response to you, refer your complaint to The Legal Ombudsman:

The Legal Ombudsman

PO Box 6806
Wolverhampton
WV1 9WJ

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at: enquiries@legalombudsman.org.uk

If you fall within the remit of The Legal Ombudsman Scheme, we need to advise you that alternative complaints bodies (such as ProMediate: <https://www.promediate.co.uk/>) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We do not agree to use ProMediate.

Solicitors Regulation Authority

If your complaint relates to the breach of the SRA Code of Conduct, you may ask the Solicitors' Regulation Authority to investigate our conduct. The SRA Code of Code can be found at: <https://www.sra.org.uk/solicitors/handbook/code/content.page>.

Solicitors Regulation Authority

The Cube
199 Wharfside Street

Birmingham
B1 1RN
Tel: 0370 606 2555
Email: report@sra.org.uk
www.sra.org.uk

Process for non-clients

If you are not our client

We will only deal with identified breaches of the SRA Code of Conduct, the Code can be found at: <https://www.sra.org.uk/solicitors/handbook/code/content.page>. We are unable to deal with you directly if you have a solicitor instructed in the matter to which your complaint relates.

Please send your breach allegations for the attention of:

Rachael Heenan, Senior Partner, Capsticks Solicitors LLP, 1 St George's Road,
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 with our investigation and response, 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
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, Compliance Officer Legal Practice, Capsticks Solicitors LLP, 1 St George's Road, Wimbledon, SW19 4DR