

Third Party Raising Concerns Policy

We must comply with the SRA Codes of Conduct for Firms and Solicitors and in doing so we have a duty to act in the best interests of our clients. In discharging our obligations to our client, we must not take unfair advantage of other parties, but Capsticks may send correspondence or take other action to which third parties object, whilst still acting within the law and in accordance with our professional obligations.

We will not deal with any complaints from third parties about the quality/standard of our service where they do not benefit from the service.

HOW CAN I RAISE A CONCERN ABOUT YOUR PROFESSIONAL CONDUCT?

The best way to raise your concerns will depend upon the issues you want to raise.

If, for example, you have a complaint about how we behave in court or tribunal proceedings this is something for the court or the tribunal to rule upon.

If you want to raise a concern about a breach of the SRA Code of Conduct for [Firms](#) or [Solicitors](#), please note:

- Our professional rules do not allow us to correspond with you directly if you have a solicitor instructed in the matter to which your concern relates, unless there are exceptional circumstances. If you are represented then all issues should be sent to Capsticks via your legal representative.
- If you are not represented and you want to raise your issue directly with Capsticks then please put your concern(s) in writing and send it, preferably by email, to: Complaints@capsticks.com

Alternatively you can write to us by post at:

Complaints – Governance & Risk
Capsticks Solicitors LLP
1 St George's Road
Wimbledon
SW19 4DR

How we can help you raise a concern if you have a disability?

We will try to find a way to remove or reduce any disadvantage that you might be facing because of your disability, health problem or mental health issue. To do this, we will need you to tell us what reasonable adjustments you need.

How do we decide what is reasonable?

We will consider each request on an individual basis, taking into account your circumstances and the details you provide to us.

By telling us what you need, we can agree an effective way of helping you while considering:

- How practical it is for us to make the adjustment.
- Whether it would disrupt our other activities
- The resources involved in making the adjustment you have requested.

There may be circumstances where we decide not to meet the request. The law says we should make adjustments if they are 'reasonable'. We will test this against the resources available to see how easy it will be to put into place the request you have made.

Where an adjustment has been agreed, it will be recorded on our systems so we can provide that adjustment each time you get in touch with us.

We will continuously review reasonable adjustments to make sure that the adjustment is still required and continues to meet your needs.

HOW WILL CAPSTICKS DEAL WITH YOUR CONCERN?

On receipt of your communication, we will review it and tell you how we shall deal with it.

OUR REGULATOR

Capsticks Solicitors LLP is authorised and regulated by the Solicitors Regulation Authority. Our SRA number is 497585.

You may ask the Solicitors Regulation Authority to investigate our conduct, you can find out how to do that [here](#) and the SRA's contact details are:

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.

Details will be provided in response to any qualifying enquiry using the contact details set out in this policy

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CAPSTICKS

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