



ROSEWOOD LAW
excellence through experience

Complaint Policy



About Us

Rosewood Law Solicitors is an independent firm dedicated to providing our clients with optimum legal expertise and exceptional customer service. Client care is at the heart of our business, and we take pride in the relationships we build with our clients. We are a modern and progressive firm supporting our clients through direct lawyer contact, specialist advice, a Free Initial assessment for all initial enquiries and, most importantly, no hidden costs.

Our business strategy is underpinned by the drive to provide our clients with quality services at an affordable cost. We provide a clear indication of our legal costs and work to ensure transparency with our clients to meet those requirements. We aim to ensure that your personal circumstances do not present a barrier to accessing our services.

Rosewood Law Solicitors prioritises achieving the best possible outcome for our clients, whether they are private individuals or organisations. We have an exceptional track record of winning cases, solving clients' problems, safeguarding clients' interests and giving client's peace of mind. We are committed to obtaining the best possible result for our clients at all times.

We are proud to have a strong legal team with a wealth of experience and expertise. Whether we are litigating in a complicated case or providing legal advice and guidance, our clear and in depth understanding of the law and our personal commitment make the difference. Many of our clients, both individuals and businesses, engage us not just for legal expertise but for the quality, confidentiality and professionalism we employ on sensitive and critical issues. Building teams of specialist lawyers, investing in and expanding our services and access points, promoting better practices across all layers of the business and recognising that there is always more that we can do for our clients; are just some of the reasons why **Rosewood Law Solicitors** is a highly regarded and forward-thinking law firm.

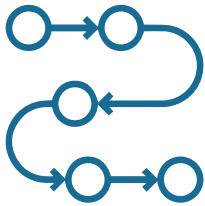
We look forward in meeting your legal needs.

Director of Rosewood Law Solicitors



Our Complaints Policy

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. We are sorry that you have to take this step in making a complaint. We are committed in dealing with your complaint and to reach a satisfactory conclusion.



Our Complaints Procedure

In most circumstances, your issue can be resolved by directly contacting your case worker. If this hasn't worked, then you are entitled to make a complaint. If you wish to make a complaint, the following steps are to be followed:

1

We ask that you initially put your complaint in writing. We will not deal with complaints over the telephone, or any social media platform. Your written complaint should be addressed to our complaints manager in the following format:

PRIVATE AND CONFIDENTIAL

Complaints Manager
Rosewood Law Solicitors
Suite 9, Kings Court
33 King Street
Blackburn
BB2 2DH

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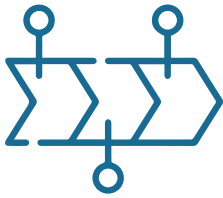
You can also email your letter to complaints@rosewoodlaw.co.uk

3

The person responsible for overall complaints handling is the complaints manager for the Firm. However, Complaint Manager is able to delegate this role to another member of staff who will have equal position in this firm or an independent complaints handler.

4

We ask that you do not send us more than one email in regard to your complaint, as we investigate these in chronological order of receipt, therefore your complaint may take longer to be actioned should you send more than one message.



What Will Happen Next

1

We will send you a letter acknowledging your complaint and asking you to confirm the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within seven working days of us receiving your complaint.

2

We will record your complaint in our central register and, if necessary, open a separate file for your complaint.

3

We will then investigate your complaint. This will normally involve passing your complaint to our Client Care partner/member or delegated to an independent complaints handler who will review your matter file and speak to the member of staff who acted for you.

4

Complaint Manager will send you a detailed reply to your complaint, including his suggestions for resolving the matter. He will do this within 42 days of sending you the acknowledgement letter.

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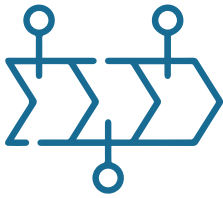
If you are still not satisfied, you can contact the **Legal Ombudsman** at PO Box 6167, Slough, SL1 0EH about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or email them at enquiries@legalombudsman.org.uk.

6

Ordinarily you can also ask the Legal Ombudsman to investigate your complaint if you are referring your complaint within 1 year of the problem happening, or 1 year from when you found out about it.

7

Alternative complaints bodies such as ProMediate (<http://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. **Rosewood Law Solicitors** does not agree to use ProMediate as we prefer the Legal Ombudsman's clear adjudication process.



Continued...

8

We have 8 weeks from the date we receive your complaint to fully investigate and provide our final response to you.

9

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

10

You will not be charged for our time spent dealing with a complaint internally.

11

If you are dissatisfied with our bill, you have the right to apply to the High Court for an assessment of our charges by an Officer of the Court under ss. 70, 71 and 72 of the Solicitors Act 1974. We hope that before making such an application you would first use our complaints procedure explained above.

12

If you have any concerns about any misconduct or breach of the SRA Code of Conduct by our firm such as taking or losing your money, dishonesty or discrimination, you can also report the matter to our regulatory body, the Solicitors Regulation Authority. Their details are:

The Solicitors Regulation Authority

The Cube
Wharfside Street
Birmingham
B1 1RN
0370 606 2555

We hope to resolve your complaint very soon and thank you for your patience whilst we investigate this.