

Farleys are proud of the service that we provide for our Clients but recognising that occasionally a Client may have concerns, we have a procedure for dealing with them on your behalf promptly and effectively. We call complaints “service standard concerns” as we do not look at a complaint in isolation, we assess the whole service to you particularly the outcome.

We define a service standard concern as a complaint made to Farleys (written or oral) by a Client or third party and taken forward as a formal complaint under this procedure.

## Stage One

Should you be unhappy with our service let us know in writing (letter or email) setting out the nature of your concern to the member of staff handling your case. We will acknowledge your communication within 5 working days of becoming aware of your concern. We will then write to provide our response and hopefully the resolution achieved within a further 5 working days.

Should you not feel able to take your concern up with the member of our staff handling your case, then you can as an alternative contact our Service Standard Concerns department headed by Debbie King, who is our Client Satisfaction partner. Either telephone on 01254 606000 or email [ServiceStandardConcern@Farleys.com](mailto:ServiceStandardConcern@Farleys.com) or post to Service Blackburn BB1 7AF.

## Stage Two

In the event that you remain dissatisfied then you may make a written request for the matter to be referred to the supervising partner. We will acknowledge your communication within 5 working days and investigate the matter on your behalf. We will then write to confirm the basis of our findings and hopefully clarify the position to your satisfaction within a further 10 working days. If the partner is conducting your case, then the matter may be dealt with in accordance with Stage 3.

## Stage Three

In the event that the partner in charge is unable to assist or despite referral to the partner, you still have concerns, then the matter will be referred to partner Debbie King. Should Debbie King be conducting the case or if she is the partner in charge, then the matter will be referred to another member of the team as the aim at Stage 3 is to undertake a review independently of the relevant department.

Debbie King will acknowledge your communication within 5 working days, investigate the matter on your behalf and may discuss the matter over the telephone or in person with you. She will then write to confirm the basis of any discussions and attempt to resolve your concerns within a further 42 days, being the time limit stipulated by the Legal Ombudsman.

In the unlikely event that you still remain dissatisfied with our handling of your complaint you can ask the Legal Ombudsman at Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ – Tel: 0300 555 0333 – [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) to consider the complaint. Normally, you will need to refer the matter to the Legal Ombudsman within six months of receiving a final written response from us about the complaint you have raised and in any event within 6 years from the date of the act or omission or 3 years from when it should reasonably have been known that there were grounds for complaint (if the act or omission took place before the 6th October 2010 or was more than six years ago).