

Procedure for Service Standard Concerns

Farleys are proud of the service 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 define a 'service standard concern' as a complaint made to Farleys (written or oral) by a Client or appropriate third party and taken forward as a formal complaint under this procedure.

 <p>Stage One</p>	<p>Should you be unhappy with our service let us know, preferably 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 provide our written response, and aim to provide a satisfactory resolution, within a further 5 working days.</p> <p>In the alternative you can 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> or post to Service Standard Concerns, 22-27 Richmond Terrace, Blackburn, BB1 7AF.</p>
 <p>Stage Two</p>	<p>In the event you remain dissatisfied then you may make a written request for the matter to be referred to the department supervising partner. We will acknowledge your communication within 5 working days. We will then write to confirm the basis of the department supervising partner's findings and hopefully clarify the position to your satisfaction within a further 10 working days. If the supervising partner is conducting your case, then the matter may be dealt with in accordance with Stage 3.</p>
 <p>Stage Three</p>	<p>In the event the department supervising partner is unable to assist, or despite referral to that 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 supervising partner, then the matter will be referred to another partner as the aim at Stage 3 is to undertake a review independently of the relevant department.</p> <p>Debbie King will acknowledge your communication within 5 working days and look in to the matter on your behalf. She may discuss the matter over the telephone or in person with you. She will then write to confirm the outcome of her investigation and attempt to settle your concerns within a further 35 days.</p>

In the unlikely event you still remain dissatisfied with our handling of your complaint at the end of Stage 3, or within 8 weeks of you raising your concern with us:

- If you are an individual, small business, or other organisation or trust with a turnover of less than £1 million, you can ask the Legal Ombudsman, an independent body, to consider the complaint. The contact details for the Legal Ombudsman are PO Box 6806 Wolverhampton WV1 9WJ – Tel: 0300 555 0333 – Email: enquiries@legalombudsman.org.uk – www.legalombudsman.org.uk. 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.
- Alternative dispute resolution (ADR) approved bodies (such as ProMediate – www.promediate.co.uk) exist that are competent to deal with your complaint. We are not obliged to use ProMediate and, unless in your case we inform you to the contrary, we would not usually agree to use that scheme.