




Procedure for Service Standard Concerns

Farleys are proud of the service we provide for our Clients. However, recognising that occasionally a Client may have concerns, we have a procedure for addressing 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 about the services we provide and taken forward as a formal complaint under this procedure.

Service Standard Concerns will be considered under this procedure when made within 1 year of the act or omission complained about or within 1 year from when you should reasonably have known there was cause for complaint. At our absolute discretion, this time limit may be waived.

	<p>Should you be unhappy with our service, let the person handling your case know the nature of your concern(s), preferably in writing. We will acknowledge your communication within 5 working days and 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 Client Satisfaction partner, Debbie King, by telephone: 01254 606000; email: ServiceStandardConcern@Farleys.com; or post: Service Standard Concerns, 22-27 Richmond Terrace, Blackburn, BB1 7AF.</p>
	<p>In the event you are dissatisfied with our Stage 1 response, please clarify your reasons in writing. The matter will be referred to the department supervising partner who will acknowledge your communication within 5 working days and will then write to confirm their findings, and hopefully resolve the position to your satisfaction, within a further 10 working days. If the supervising partner is conducting your case, the matter will be dealt with in accordance with Stage 3 instead.</p>
	<p>If you are still dissatisfied at the end of Stage 2, please explain why and the matter will be referred to partner Debbie King. Debbie King will acknowledge your communication within 5 working days and look in to the matter on your behalf. She may discuss the matter with you or ask for further information. She will then write to confirm the outcome of her investigation and attempt to settle your concerns within a further 35 days.</p> <p>If Debbie King is conducting the case, or if she is the supervising partner, 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>

If we consider it appropriate, we may advance your concern to a higher stage, in which case we will notify you.

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 6167, Slough, SL1 0EH – 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 1 year from the date of the act or omission or 1 year 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.