

# COMPLAINTS PROCEDURE



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1. I am committed to providing a high-quality legal service at all times. I acknowledge that I may not always get it right, so if something has gone wrong, I need you to tell me. This will help me improve my standards of service.

## HOW TO MAKE A COMPLAINT

2. The Law Society of Jersey usually requests lawyers to investigate any complaints before they do. This is because many complaints can be dealt with successfully between lawyer and client at the outset of a problem.
3. You can contact me in writing (email or letter) or by telephone.
4. To help me understand your complaint, and to ensure that I do not miss anything, please tell me:
  - i. Your full name and contact details;
  - ii. What you think I have got wrong, and why; and
  - iii. How you would like your complaint to be resolved.
5. You should also send me copies of any documents you think are a relevant part of your complaint.
6. I will acknowledge receipt of your complaint as soon as possible after receipt and, in any event, within 7 working days.

## TIME LIMIT FOR MAKING COMPLAINTS

7. It is important that you let me have your complaint as soon as possible after the date of the event you want to complain about. This is so that I can investigate your complaint promptly. If I do not receive your complaint within 6 months of the matter you want to complain about, I may decide that it is no longer appropriate to deal with it. In deciding whether to deal with a complaint which is more than 6 months old, I will bear in mind:
  - i. The seriousness of the complaint
  - ii. Any exceptional circumstances which justify investigation of it in the light of the fact that it is more than 6 months old.



8. Complaints may relate to any of my professional activities and may include (but not be limited to):
- i. The quality of customer service you have received;
  - ii. Issues relating to behaviour and/or professional competence;
  - iii. Delays, or complaints of poor service or other problems associated with the provision of services

## HOW YOUR COMPLAINT WILL BE INVESTIGATED

9. As I am a sole trader, all complaints will be handled by me alone.
10. I will carry out an investigation of your complaint and will report on your complaint within 30 working days. If the investigation is delayed, I will set a new date for completion of the investigation and will inform you of that date. In these circumstances you should receive a considered response within a maximum of 40 working days from receipt of your complaint.
11. I may (if appropriate) invited you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. I will be happy to discuss the matter with you by telephone or videoconference.
12. In my response I will set out:
- i. The quality of customer service you have received;
  - ii. Issues relating to behaviour and/or professional competence;
  - iii. Delays, or complaints of poor service or other problems associated with the provision of services
13. During the course of the investigation, I may need to disclose the fact of your complaint, and the details of it to my professional insurers and/or the Law Society of Jersey.
- I will not however disclose the fact of your complaint or details of it to anyone else unless I decide that it is necessary to do so in the interests of a full and fair investigation or if I otherwise feels obliged to do so.
14. All persons to whom your complaint is disclosed pursuant to the above will be required to keep the fact of your complaint and the details of it, and all conversations and documents relating to it, confidential.

## WHAT TO DO IF I CANNOT RESOLVE YOUR COMPLAINT

15. If you are unhappy with the outcome of my investigation you may take your complaint to the Law Society of Jersey.
16. Complaints to the Law Society should be written to the Secretary at the following address:

**Law Society of Jersey, P.O. Box 493, St Helier, Jersey, JE4 5SZ**

**T: +44 (0) 1534 613920**

**W: [www.jerseylawsociety.je](http://www.jerseylawsociety.je)**