



COMPLAINTS HANDLING PROCEDURE

OUR POLICY

We are dedicated to delivering a high quality service to every client. However, if things do not go as expected, it is crucial you inform us. Your feedback helps us raise our standards, improve our service and put things right.

Initially, we endeavour to address concerns informally. We recommend that you speak to the person handling your case to rectify the situation. If you remain dissatisfied you can initiate a formal complaint under this procedure by contacting John Cook either by phone on 07979 654226, via email to john@cooklawyers.co.uk or by post to Manchester Business Park, 3000 Aviator Way, Manchester, M22 5TG. John Cook supervises complaints and will determine the appropriate course to investigate your complaint.

HOW DOES COOK LAWYERS DEFINE A COMPLAINT?

A complaint is any form of dissatisfaction expressed by a client about the service received.

WHO CAN MAKE A COMPLAINT?

Primarily, this complaints procedure is exclusive to our firm's clients. Unless you have received legal services from Cook Lawyers, this procedure would not be applicable.

WHAT CAN I COMPLAIN ABOUT?

You can complain about any aspect of the service provided by Cook Lawyers. For rights related to data protection complaints or information requests, please refer to our privacy policy.

HOW DOES THE PROCEDURE WORK?

Acknowledgement: Within three working days following receipt of your complaint, we will send an acknowledgment, usually by email, highlighting subsequent steps.

Investigation: This phase involves reviewing your case and discussing the matter with the person acting for you.

Response: You will receive a full response within 2 weeks from the submission of your complaint.



DO I HAVE A RIGHT OF APPEAL?

Through our procedure, we genuinely strive to address all issues to your satisfaction. However, you do have the right to escalate your complaint to the Legal Ombudsman. This escalation must be done within 6 months following the conclusion of our internal process. Typically, any complaint directed to the Legal Ombudsman should be lodged within 1 year from the issues that gave rise to the complaint, or within 1 year of the date you should reasonably have known there was cause for complaint. The Legal Ombudsman will not normally accept a complaint unless we have been given an initial opportunity to address your concerns, but you can escalate matters to the Legal Ombudsman if:

- The complaint has not been resolved to your satisfaction within 8 weeks from the date it was made; or
- The Legal Ombudsman considers that there are exceptional reasons to consider the complaint sooner, or, without it having been made to the firm first; or
- Where the Legal Ombudsman considers that resolution through our internal procedure is not possible due to a breakdown in the relationship between you and the firm.

Legal Ombudsman contact details:

- Address: PO Box 6806, Wolverhampton. WV1 9WJ.
- Telephone: 0300 555 0333
- Email: enquiries@legalombudsman.org.uk
- Website: www.legalombudsman.org.uk

ARE THERE ANY ALTERNATIVE SCHEMES TO THE LEGAL OMBUDSMAN?

While other complaint bodies do exist, our experience finds the Legal Ombudsman's scheme most suitable to deal with complaints about legal services. If you would like us to consider using an alternative scheme, please let us know.

CAN I COMPLAIN TO THE SOLICITORS REGULATION AUTHORITY (SRA)?

As Cook Lawyers is regulated by the SRA, you have the right to complain to the regulator if you have concerns about the firm or any of our staff. While the Legal Ombudsman addresses complaints about our services or fees, the SRA deals with complaints about conduct. More details can be found on the SRA website. www.sra.org.uk

Last updated by John Cook on 26 October 2023