



Complaints Procedure

We hope very much that our clients will never have any cause to complain about Progression, our staff or the work that we do for you. However, if you do feel that you have cause for complaint we will do our best to resolve your dissatisfaction in a courteous and constructive way and to address the issue promptly and efficiently.

We ask that in the first instance you address any expressions of dissatisfaction or complaint to the Director or fee earner who is responsible for your matter.

Some complaints are by their nature more serious than others so while we will take all expressions of dissatisfaction or complaint seriously, if the complaint or expression of dissatisfaction is less serious in nature for example, mis-spellings in correspondence or omission of enclosures, this will be treated in such a way that all members of staff concerned are aware of the failing or omission in order to prevent the problem from recurring. In such cases, the fee earner or Director will make a note for the file and will make sure that everyone concerned with the file is aware of the complaint and that all reasonable steps are taken to avoid a recurrence.

If this does not resolve matters to your satisfaction or, if your complaint is more serious or, if you prefer not to speak to the fee earner or Director involved you should contact Pamela Horobin at 11 Queen Street Ulverston Cumbria LA12 7AF or pamela@progressionsolicitors.com or telephone her on 01229 580956. She is the Complaints Director and has responsibility for dealing with any complaints made against Progression.

If you make a complaint of a serious nature verbally to the fee earner or Director concerned he or she will make a note of your complaint to ensure that both sides have a clear understanding of the nature and basis of your complaint. The fee earner will then refer the matter to the Complaints Director.

If you make a written complaint, the fee earner will refer your letter to the Complaints Director. She will send you a written acknowledgement of your complaint within 7 days of receiving it and will confirm that the matter has been referred to her. The letter will also;

- 1 Set out our understanding of your complaint
- 2 Tell you how we will investigate your complaint

Depending on the nature of your complaint, the letter may tell you the outcome of the investigation of your complaint. If a longer period of time is required to investigate, for example where the matter is complex or where we need to read large files or speak to more than one fee earner or speak to third parties, the letter will tell you how we are going to investigate and to give you a time scale for our response.



The Complaints Director may telephone you to discuss your complaint or invite you to a meeting to discuss your complaint, if you would like to do this.

When the investigation is complete the Complaints Director will write to you within 7 days of completing the investigation and will tell you the outcome and what solutions Progression may offer to resolve your dissatisfaction.

If you are unhappy with the outcome of the investigation you can ask for the decision to be reviewed. You must ask for the decision to be reviewed within 7 working days of receiving the written outcome of the investigation. You should provide us with what evidence you have and /or reasons why you are dissatisfied with or disagree with the results of our investigation. Your complaint and your supporting evidence will be reviewed by another Director of Progression. He or she will write to you within 7 days, and will either, tell you the outcome of his or her review or, will give you a timescale within which he or she will respond.

If you remain unhappy with the decision of the reviewing Director, you will have exhausted our complaints procedure and may make a complaint to the Legal Ombudsman.

You may report complaints about poor service or our invoices to the Legal Ombudsman by email to enquiries@legalombudsman.org.uk or by post to PO Box 6806 Wolverhampton WV1 9WJ, or telephone 0300 555 0333 You may also contact the Solicitors Regulation Authority where your complaint relates to a breach of the principals of Solicitors Code of Conduct and the appropriate contact details will be provided at your request. The Legal Ombudsman and/or the SRA are unlikely to investigate your complaint unless you have first been through our complaints procedure.

There is a time limit of 6 months from the outcome of our own procedures in which you should put your complaint to the Legal Ombudsman or the Solicitors Regulation Authority and if you fail to do so your right to have your complaint dealt with by them may be lost.

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