

Client Complaints Procedure

1. Our Commitment

Blaser Mills Law is committed to delivering a high-quality service to all our clients. If you are dissatisfied with any aspect of our service, we encourage you to let us know as soon as possible so that we can address your concerns.

Whilst we strive to provide the highest standard of legal service, we recognise that issues, misunderstandings, or mistakes can occasionally arise. When this happens, it is important to us that concerns are handled promptly, fairly and with care. Addressing and resolving problems efficiently is a key part of our commitment to maintaining the quality of our service.

This procedure explains how you make a complaint and how we will respond to and handle your concerns.

2. How to make a complaint

If you are dissatisfied with the service provided by Blaser Mills Law, you should first raise your concerns with the person handling your matter. They will do their best to address and resolve any issues promptly.

If you feel that the matter is more serious, or involves several issues, you may instead write to the Partner responsible for the overall supervision of your matter. Their details will be set out in the client care letter you received at the start of your matter.

If you do not feel comfortable raising your concerns with either of these individuals, or if you remain dissatisfied with the response you have received, you may escalate your complaint to:

Head of Risk & Compliance
Liston Exchange
Cromwell Gardens
Marlow
SL7 1BG

Alternatively, you may email your complaint to: alicia.thompson@blasermills.co.uk

To help us understand and investigate your complaint fully, please provide the following information in writing:

- a) Your full name, contact details and file reference number (if available).
- b) A clear explanation of what you believe has gone wrong.
- c) How you would like your complaint to be resolved.

If you require any assistance in making your complaint, we will do our best to help you.

3. How we will deal with your complaint

Your complaint will be recorded by the Head of Risk & Compliance, **Alicia Thompson**, or a member of her team. Your file will be received promptly and, if necessary, we may ask you to provide further written details of the concerns you wish to raise.

If it is not appropriate for Alicia Thompson or a member of team to conduct the review, the complaint will be referred to a suitable Partner to investigate. If this happens, we will inform you of the name of the person responsible for handling your complaint.

Our aim is to ensure that you:

- Receive prompt acknowledgement of your complaint.
- Are confident that your concerns are being taken seriously.
- Receive a full and considered response within a reasonable timeframe.

We aim to provide a full written response **within 28 days** of receiving your complaint by the Head of Risk & Compliance. This allows sufficient time to review the file thoroughly and ensure that all issues you have raised are properly considered in our response.

You will **not be charged** for the time spent investigating or responding to your complaint.

4. What to do if we cannot resolve your complaint

If we are unable to resolve your complaint, you may refer it to the Legal Ombudsman, an independent body that will review your complaint impartially. Usually, the Legal Ombudsman will not affect the handling of your case by Blaser Mills Law.

Before investigations, the Legal Ombudsman will check that you have first attempted to resolve your complaint with us, following the steps outlined in this procedure. If they consider our proposal for resolving the complaint reasonable, they may decide not to investigate further.

To refer your complaint, you must contact the Legal Ombudsman within **six months of receiving our final response**. In addition, complaints must normally be made **within one year of the act or omission you are concerned about, or within one year of when you became aware of the issue**.

For more information or to make a complaint, you can contact the Legal Ombudsman using the details below:

Visit: www.legalombudsman.org.uk
Call: 0300 55 0333 between 09.00 to 17.00
Email: enquiries@legalombudsman.org.uk
Write: Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

5. Complaints about your bill

If your complaint relates to our bill, you may have the right to ask the court to assess the costs under Part III of the Solicitors Act 1974. Please note that if you choose this option the Legal Ombudsman may be unable to consider a complaint about the same matter.

6. Concerns about professional misconduct

The Legal Ombudsman deals with complaints about the quality of legal services provided to clients. In the rare event that you have concerns that a solicitor or the firm have engaged in professional misconduct, it may be appropriate to contact the Solicitors Regulation Authority (SRA).

While we do not expect such issues to arise, we ask that you notify the person named in your client care letter as having overall supervision of your matter immediately if you have any such concerns.

For more information about the SRA, including their contact details and the Standards and Regulations that govern solicitors and law firms, please visit: www.sra.org.uk

7. Alternative Dispute Resolution (ADR)

Alternative Dispute Resolution (ADR) bodies, such as **ProMediate**, can handle complaints about legal services. However, we believe the **Legal Ombudsman** provides the most appropriate forum for our clients. As a result, we have not adopted an ADR procedure and do not participate in other ADR schemes.