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# carpenters group

## Complaint Policy & Procedures

# Our Complaint Policy

Carpenters Limited is committed to providing a high quality service to all of our clients. However, if a client believes that something has gone wrong, we would like them to tell us about it so that we can do our best to put things right.

Carpenters employees pride themselves on providing a high standard of client care. We train all of our employees on how we can meet these standards and the duties we have towards our clients. We take any complaints very seriously and try to learn from them in order to help us to improve our services in the future.

We always deal with any complaints thoroughly, fairly and free of charge. We can accept complaints in your preferred format and on request, we can provide a pre-paid business reply envelope if required. If at any time you wish to obtain a status update on your complaint, please contact your case handler or the person dealing with the complaint.

## Our Complaint Procedure

You will have received a copy of this procedure as you have expressed dissatisfaction with an aspect of our legal service that the case handler was unable to resolve informally at first point of contact.

Alternatively, where we receive any indication that you may wish to dispute or challenge any aspect of our bill we will manage it as a complaint under this procedure.

Where a service being complained about was provided by a third party over which we no control, then we cannot investigate that complaint. We can provide you with contact details for that third party or forward on the complaint. Third parties, such as medical agencies or medical experts have their own complaint procedures

## What do I need to know?

- Your complaint will be logged on our system and reviewed by a senior colleague who may contact you for further information;
- A comprehensive response, including an outcome decision and any appropriate remedy will be provided;
- If after receiving the initial response, you remain dissatisfied, the complaint will be reviewed by a more senior colleague (who may be a member of our Complaint Management Team) which will be the final response on behalf of the firm;
- Regulatory timescales give us 8 weeks in which to provide a response to a complaint, however we will usually provide a response well within this timeframe;
- After receiving our final response to the complaint, you may refer the matter to the Legal Ombudsman for an independent review. The Ombudsman will obtain evidence from both parties to determine whether the service and complaint handling has been reasonable (including any remedies offered). The Legal Ombudsman can be contacted at PO Box 6806, Wolverhampton, WV1 9WJ, telephone 0300 555 0333 or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

**Please be aware that we will not tolerate abusive or threatening behaviour towards our employees and where such behaviour is repeated despite warnings to cease we will not pay out any financial compensation as part of any subsequent complaint.**

An Ombudsman may dismiss complaints where there are “compelling reasons” where they consider that there has been no significant loss, distress, inconvenience or detriment.

The timescale for an Ombudsman to consider a complaint is one year from the date of the act complained about or from when a complainant should have realised there was an issue. If your complaint is outside of the above timescale you may still ask an Ombudsman to consider investigating, however they will consider whether it is fair and reasonable to do so.

If there is undue delay in bringing a complaint, or an Ombudsman feels that a complaint is too complex to investigate proportionately, they may discuss it without making further enquiries.

**If you do decide to refer your complaint to the Legal Ombudsman you must do so within six months of the date of our final response letter.**

We would refer you to the Ombudsman’s website for further information - [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

## Version Control

Version	Name	Reason for change	Date	Approved By
1	Maria Rodman	Document review	02/09/13	Peter Adlard
2	Maria Rodman	Removal of Director/Law Society review	10/10/13	Peter Adlard
3	Maria Rodman	Timescales Updated and amendment to process	16/09/15	Peter Adlard
5	Robyn O'Grady	ADR changes	15/12/16	Maria Rodman
6	Robyn O'Grady	PM to TM	28/01/17	Maria Rodman
7	Robyn O'Grady	Annual review / new process	20/01/18	Maria Rodman
8	Robyn O'Grady	Review of ADR	20/03/18	Maria Rodman
9	Robyn O'Grady	Carpenters Group branding	09/04/19	Maria Rodman
10	Robyn O'Grady	Branding/Review	15/11/19	Maria Rodman
11	Robyn O'Grady	Annual review	13/10/20	Alan Hayes
12	Robyn O'Grady	Inclusion of update request information	28/07/21	Maria Rodman
13	Robyn O'Grady	Owner Update	16/02/22	Maria Rodman
14	Robyn O'Grady	Process update	01/11/2022	Maria Rodman
15	Robyn O'Grady	New Ombudsman scheme rules	28/02/2023	Maria Rodman
16	Maria Rodman	Updated re abusive behaviour	16/06/23	Alan Hayes