

Complaints handling procedure

Our complaints policy

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We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out the problems and improve our standards for you, and for other clients.

Kloosmans are committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, or about the bill or to require an assessment of the bill under Part III of the Solicitors Act 1974, please contact George Kloosman or Edward Lee on 01702 600090; to mail@kloosmans.com or by post to our office.

If you tell us you are unhappy, then we have up to eight weeks to respond. You can then refer the matter to the Legal Ombudsman within either six years of the problem happening or three years from when you found out about it (if it took place more than six years ago). However, you need to take your complaint to the Legal Ombudsman within six months of our final response if you are still not happy with our response.

The Legal Ombudsman's phone number is 0300 555 0333, and the website is www.legalombudsman.org.uk. The postal address is PO box 6806, Wolverhampton WV1 9WJ.

Our complaints procedure

1. We ask you, as the client, to contact the person dealing with your matter by letter, phone or E-mail and outline the problem. Within 5 working days we will send you a letter acknowledging your complaint and ask you to confirm or explain any details.
2. If you don't want to do this, or the matter cannot be resolved immediately, we ask you to speak to George Kloosman, our Managing Director or, (if he is dealing with your matter), to Mr. Edward Lee.
3. If you are still unhappy, or the matter has not been resolved, we ask you to write to our Managing Director, (or Mr. Edward Lee if George Kloosman is dealing with your matter) setting out the problem and concerns in as much detail as possible. He will acknowledge your letter within 10 working days of receiving it enclosing a copy of our complaints procedure.
4. We will send you a detailed written reply to your complaint, including suggestions for resolving it, within 20 working days of sending you our acknowledgement letter. We will then write to you again within 5 working days to confirm our letter and to ask if you are satisfied.
5. If you are still not happy, the Directors will ask you to come to a meeting to see if the matter can be resolved on a more formal basis. Within 10 working days of the meeting, we will write to you to confirm what took place and any solutions agreed with you or which we can offer you.
6. At this stage, if you are still not satisfied, and if you tell us, we will write again within 15 working days confirming our final position on your complaint and explaining our reasons.

7. It is then open to you to contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman (0300 555 0333, or refer to www.legalombudsman.org.uk).

If we have to change any of the timescales above, we will let you know and explain why.