

OUR COMPLAINTS POLICY

Thompsons are committed to providing a quality legal service. If you believe something has gone wrong or are dissatisfied with our service, we have a procedure to assist the early resolution of the problem. Our aim is to uphold the quality standards we have set ourselves and improve upon them by learning from mistakes and from what our clients tell us about it. This will help us to improve our standards.

THE PROCEDURE

Although it is not essential, in making your complaint it would be helpful if you could provide details of your concerns in writing. Your complaint should be addressed to the Branch Manager at the office handling your case. The Branch Manager will retain overall responsibility for the complaint even if the investigation and review is undertaken by someone else designated by them to deal with the matter. This will usually be a Unit Manager. If your complaint is about a Unit Manager it will be dealt with by the Branch Manager. If your complaint is about the Branch Manager then it should be sent to the Head of Risk and Compliance, who is Stephen Jones of Thompsons Solicitors, Embassy House, 60 Church Street, Birmingham, B3 2DJ.

WHAT HAPPENS ONCE I HAVE COMPLAINED?

1. We will acknowledge receipt of your complaint within 2 days of us receiving the complaint, enclosing a copy of this procedure.
2. Your complaint will be recorded in a central register for monitoring and management information purposes and a separate file will be opened.
3. We will investigate your complaint. This will normally involve passing your complaint to the Branch Manager of the office who dealt with your matter. They will review the matter and speak to the member of staff who acted for you.
4. You will not be charged by the firm for our investigation of your complaint.

INVESTIGATING YOUR COMPLAINT

- If appropriate, the Branch Manager will invite you to a meeting to discuss and hopefully resolve your complaint. The Branch Manager will do this within 21 days of sending you the acknowledgement letter.
- Within 5 working days of the meeting the Branch Manager will write to you to confirm what took place and any solutions they agreed with you
- If a meeting is not possible or appropriate the Branch Manager will send you a detailed written reply to your complaint, including their suggestions for resolving the matter within 21 days of sending you the acknowledgement letter.

RESOLVING YOUR COMPLAINT

If you are still not satisfied with the outcome you should contact us again and we will arrange for our Head of Risk and Compliance or a member of his team to review the decision.

We will write to you within 21 days of receiving your request for a review, confirming our final position of your complaint and explaining our reasons.

If you are still not satisfied, you can then contact the Law Society of N.I. Law Society House, 96 Victoria Street, Belfast, BT1 3GN about your complaint. Any complaint to the Law Society of N.I. must usually be made within 6 months of the date of our final decision on your complaint, but for further information you should contact the Law Society of N.I. on 028 9023 1614.

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