

Baker Ashley Complaint Procedure

1 We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to the bill, we need you to tell us.

2 How do I make a complaint?

2.1 You should contact us in writing (by letter or email) by sending your written complaint to our complaints manager, whose contact details are: Mrs Cerys Ashley, Managing Director, cerys@bakerashley.co.uk Mrs Cerys Ashley, Baker Ashley, Unit 5, Melin Corrwg Business Parc, Upper Boat, Pontypridd, CF37 5BE.

2.2 To help us to understand your complaint, and in order that we do not miss anything, please tell us:

2.2.1 your full name and contact details

2.2.2 what you think we have got wrong

2.2.3 what you hope to achieve as a result of your complaint, and

2.2.4 your file reference number (if you have it)

2.3 If you require any help in making your complaint, we will try to help you.

3 How will you deal with my complaint?

3.1 We will record your complaint centrally.

3.2 We will aim to write to you (via email or post) within three working days acknowledging your complaint and enclosing a copy of this policy.

3.3 We will investigate your complaint. This will usually involve:

3.3.1 reviewing your complaint

3.3.2 reviewing your file(s) and other relevant documents, and

3.3.3 speaking with the person who dealt with your matter

3.4 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

3.5 We will update you on the progress of your complaint at appropriate times.

3.6 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you via a face-to-face meeting, email, letter (postal correspondence), video call or telephone call.

3.7 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter/email of acknowledgement of your complaint. However, please note that we may need a period of 8 weeks from the date of your complaint in order to be able to respond to your complaint.

4 What if I am not satisfied with the outcome?

4.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.

4.2 If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman:

4.2.1 by post at PO Box 6806, Wolverhampton, WV1 9WJ

4.2.2 by telephone: 0300 555 0333, or

4.2.3 by email: enquiries@legalombudsman.org.uk

4.3 You must usually refer your complaint within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the website: www.legalombudsman.org.uk.

5 When to report a complaint to the Solicitors Regulation Authority (the 'SRA')

5.1 If you think our firm or a solicitor us has breached an SRA Principle you should contact us in writing (by letter or email) by sending your written complaint to our complaints manager, whose contact details are: Mrs Cerys Ashley, Managing Director, cerys@bakerashley.co.uk Mrs Cerys Ashley, Baker Ashley, Unit 5, Melin Corrwg Business Parc, Upper Boat, Pontypridd, CF37 5BE.

5.2 There are seven Principles that all law firms and solicitors must meet. They must act:

- (A) in a way that upholds the constitutional principle of the rule of law, and the proper administration of justice
- (B) in a way that upholds public trust and confidence in the solicitors' profession and in legal services provided by authorised persons
- (C) with independence
- (D) with honesty
- (E) with integrity
- (F) in a way that encourages equality, diversity and inclusion
- (G) in the best interests of each client

5.3 We will record your complaint centrally.

5.4 We will aim to write to you (via email or post) within three working days acknowledging your complaint and enclosing a copy of this policy.

5.5 We will investigate your complaint. This will usually involve:

5.5.1 reviewing your complaint

5.5.2 reviewing your file(s) and other relevant documents, and

5.5.3 speaking with the person who dealt with your matter

5.6 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

5.7 We will update you on the progress of your complaint at appropriate times.

5.8 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you via a face-to-face meeting, email, letter (postal correspondence), video call or telephone call.

5.9 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter/email of acknowledgement of your complaint. However, please note that we may need a period of 8 weeks from the date of your complaint in order to be able to respond to your complaint.

5.10 If you are still unhappy you can ask the SRA to look into your complaint. Further information regarding this, and how to report a complaint, can be found online at the following website address: <https://www.sra.org.uk/consumers/problems/report-solicitor/>

6 What will it cost?

6.1 We will not charge you for handling your complaint.

6.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

6.3 The Legal Ombudsman and the SRA services are free of charge.