

Warwick and Barker Complaints Procedure

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues.

If you would like to make a formal complaint against **Warwick & Barker** please contact Judith Simmonds, Senior Partner of the firm, either in writing, by e-mail, by fax or by telephone detailing the reasons for your dissatisfaction with our service. We will not charge you for dealing with your complaint. Making a complaint will not affect how we handle your case.

Judith Simmonds

Warwick & Barker
78 Woodlands Avenue
Rustington
West Sussex
BN16 3EZ

T: 01903 775051

F: 01903 774932

E: judithsimmonds@warwickbarker.co.uk

Our process

We will acknowledge your complaint within 5 working days of it being received. If your issues of complaint have not been specified, we will ask you for clarification.

Once we have received all the relevant information, we will undertake a full review of your file and discuss your complaint with the acting Fee Earner or Partner.

We will keep you updated as to the progress of our investigation and we will aim to provide you with a final response to your complaint within 6 – 8 weeks of receipt.

Warwick & Barker is committed to the application of Outcomes Focused Regulation and the principles of Treating Customers Fairly in accordance with the requirements of the Solicitors Regulation Authority (SRA).

The SRA can help if you are concerned about our behaviour. You can raise your concerns with them at www.sra.org.uk/consumers/problems/report-solicitor.page

What happens next?

If you are not satisfied with **Warwick & Barker's** final response, you can contact us with any additional information which you think may be helpful to our investigation, and we will undertake a further review. We will aim to provide a response to this within 14 days

of receipt. If we are unable to reach a satisfactory conclusion we will write to you again and confirm our firm's final position.

Once our complaints process has concluded, you are entitled to refer your complaint to the Legal Ombudsman who will look at your complaint independently and it will not affect how we handle your case.

Please note that the service provided by the Legal Ombudsman is only available to certain types of clients, and in broad terms these will be individuals or micro businesses. For exact criteria please refer to the Legal Ombudsman's website at www.legalombudsman.org.uk.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint; and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

Further help

If you require further assistance, please contact the [Professional Ethics helpline](#).