

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, then you can follow the process set out below. Making a complaint will not affect how we handle your case.

How to make a complaint

- If you do have a complaint it would be helpful if you could let us have your concerns in writing addressed to Anthony Cooper (Proprietor) at 14A Funtley Court, 19 Funtley Hill, Fareham, PO16 7UY or by email to anthony.cooper@arc-employmentlaw.com.
- If, however you would prefer not to set out your complaint in writing or find it difficult to do so, you can contact Anthony Cooper on 01329 448242.
- We will endeavour to send you an acknowledgement of your complaint within 5 working days of receiving it.
- We will aim to complete our investigation into your complaint within 14 days of receipt and to write to you within a further 7 days with our conclusions and any proposals to resolve your concerns.
- If at this stage you are still not satisfied, please let the firm's Proprietor know. It would be helpful if you could do so in writing within 14 days. We will then arrange to review our initial decision in the light of any comments that you make. We will aim to conduct the review within 14 days of hearing from you and deliver our decision within a further 7 days.

- Where, for any reason we are unable to observe any of the above time limits we will let you know and explain why.
- We have eight weeks to consider your complaint. If for any reason we are unable to resolve a problem between us regarding the delivery of legal services within this time, you may have the right to complain to the Legal Ombudsman.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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](#).