



ENOCH EVANS LLP COMPLAINTS PROCEDURE

We are committed to providing a high quality legal service to all our clients. In the unlikely event of something going wrong, or if you become unhappy or concerned about the service we have provided, 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 at that stage. We will do our best to address any dissatisfaction that you have experienced in using the services of this firm. Our primary objective is to put things right.

Our Complaints Procedure

If you would like to make a formal complaint, then please write to Mr David Evans, our Client Care Partner with details. His details are: -

Mr David Evans
Managing Partner
Enoch Evans LLP
6-9 Hatherton Road
Walsall
West Midlands
WS1 1XS
E-mail: dje@enoch-evans.co.uk

If you have special needs which we should take into account due to language or disability, please let us know.

What will happen next?

1. We will send you a letter or e-mail acknowledging your complaint and asking you to explain the details if you have not done so already. We will also let you know the name of the person who will be dealing with your complaint. This may be Mr Evans, or alternatively the head of the relevant department within which the service was provided. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it enclosing a copy of this procedure.
2. We will record your complaint in our central register. We will do this within 2 working days of receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps:-
 - 3.1 Mr Evans, or the head of the relevant department within which the service was provided, will ask the member of staff who acted for you to reply to him/her about your complaint within 5 working days.

- 3.2 The reply from the member of staff will then be considered together with the information in your file. If necessary, there may need to be a meeting with the member of staff or more information may be requested. This will take up to 5 working days from receiving their reply and the file.
4. Mr Evans or the head of the relevant department will then consider and hopefully resolve your complaint internally and will confirm to you in writing the steps taken. If he/she thinks it appropriate he/she will invite you to meet him/her to discuss your complaint.
5. Alternatively, Mr Evans or the head of the relevant department will send you a detailed reply to your complaint. This may include suggestions for resolving the matter, or merely detail the findings of our internal investigations. He/she will do this within 5 working days of completing his/her investigation. That letter may invite you to attend a meeting to discuss matters.
6. If a meeting does take place, Mr Evans or the head of the relevant department, will write to you to confirm what took place and any solutions agreed with you.
7. At this stage, if you are still not satisfied you can write to us again. We will then arrange for Mr Evans or another Partner of the Firm to review our decision within 10 working days of our receiving your further letter.
8. We will let you know the result of the review within 5 working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
9. If Mr Evans asks the head of the relevant department to investigate your complaint and you are not satisfied with this, you should write immediately to Mr Evans and advise him.
10. If we have to change any of the timescales above we will let you know and explain why.

We will not charge you for investigating your complaint

The Legal Ombudsman

If you are still not satisfied, you can contact the Legal Ombudsman about your complaint.

The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your case. However, you must give us 8 weeks to try to resolve your complaint before contacting the Legal Ombudsman.

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

Any complaint to the Legal Ombudsman must be made: -

- a) within six months of receiving our final written response to your complaint; and

- b) Within one year from date of the act or omission about which you are complaining occurring; or
- c) Within one year from when you should have realised that there was a cause for complaint.

There is a financial limit on the amount of compensation the Ombudsman can award. With effect from 30th April 2014 the limit is £50,000, but the power to disallow costs is unlimited.

For contact details for the Legal Ombudsman: -

- visit www.legalombudsman.org.uk; or
- call 0300 555 0333 (9.00am to 5.00pm); or
- e-mail at enquiries@legalombudsman.org.uk. or
- write to Legal Ombudsman, PO Box 6167, Slough SL1 0EH

For more information about the Legal Ombudsman and to find out whether you are eligible to refer your complaint to the Legal Ombudsman, please refer to their website.

The Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you are concerned about our behaviour or if you have concerns as to whether we have breached any of the professional rules for solicitors. 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.

Details will be found at www.sra.org.uk/solicitors/standards-regulations/principles and the SRA can be contacted at The Cube, 199 Wharfside Street, Birmingham B1 1RN, or by email to contactcentre@sra.org.uk.

Enoch Evans LLP

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