

# TRUE SOLICITORS LLP

## Complaints Handling Policy

### Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact our Client Care Partner, Kieran Magee, in writing at our Newcastle office: Percy House, Percy Street, Newcastle upon Tyne, NE1 4PW, by telephone number 0191 232 1123 or by email at [Kieran.magee@true.co.uk](mailto:Kieran.magee@true.co.uk).

If your complaint relates to askMID and/or askCUE PI data and is likely to lead to press involvement or the involvement of a Member of Parliament, or other government representative, we are also obliged to report your complaint to MIB (Motor Insurers Bureau) as soon as possible.

Please note that a complaint can include a complaint in relation to a bill. You may also have a right to object to a bill by applying to the court for an assessment of the bill under Part III of The Solicitor's Act 1974.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of our Complaints Policy, confirming who will deal with your complaint.
2. We will then investigate your complaint. This investigation will normally be carried out by our client care partner, or by another senior member of staff nominated by him, who will review your matter file and speak to the member of staff who acted for you.
3. We will then send you a detailed written reply to your complaint, setting out our findings in relation to your complaint including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
4. If at this stage, you are still not satisfied, you should contact us again and we will arrange for a partner unconnected with the matter at the firm to review the decision.
5. We will write to you again within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

6. If you are still not satisfied, you can contact:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

The Legal Ombudsman may not deal with a complaint about a bill if you have applied to the court for assessment of the bill.

Alternative complaints bodies such as Promediate ([www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We *do not* agree to use Promediate.

If we have to change any of the timescales above, we will let you know and explain why this is necessary.