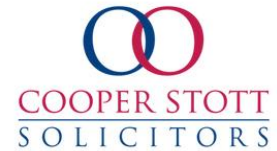


# Cooper Stott Solicitors

## Complaints Policy



### Our commitment

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need our clients to tell us about it. This will help improve our standards. Whenever possible, please raise any initial client care problems with the person acting on your case to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way.

If you are unhappy about any aspect of the service you have received, or about the bill, please contact us by post to our office at Aykley Vale Chambers, Durham Road, Aykley Heads, Durham, DH1 5NE, by telephone 0191 384 7210 or email [catherine.auston@cooperstott.co.uk](mailto:catherine.auston@cooperstott.co.uk). Making a complaint will not affect how we handle your case.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will investigate your complaint. This will normally involve passing your complaint to our Client Care Director, Angela McGurk, who will review your matter file and speak to the member of staff who acted for you. If your complaint is in connection with Ms McGurk, the complaint will be referred to James Cooper who is a Director.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 10 working days of sending you the acknowledgement letter.
4. Within five working days of that meeting we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting, or it is not possible, you will be sent a detailed written reply to your complaint, including the suggestions for resolving the matter, within 15 working days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another senior member of the firm to review the decision.
7. We will write to you within 10 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied with our handling of your complaint, or if we have not resolved it within eight weeks, then you can have the complaint independently looked at by the Legal Ombudsman.
9. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned, or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. Contact details for the Legal Ombudsman are as follows:

PO Box 6167  
Slough  
SL1 0EH  
Telephone: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

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

### Raising concerns with our regulator

The Solicitors Regulation Authority (SRA) can help you 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. You can find information about raising your concerns with the SRA at [www.sra.org.uk/consumers/problems/report-solicitor](http://www.sra.org.uk/consumers/problems/report-solicitor).

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