

Complaints Handling Procedure

We are authorised and regulated by the Chartered Institute of Legal Executives (CILEX).

We are committed to high quality advice and client care and aim to offer all our clients an efficient and effective service. However, if our clients would like to discuss how the service to them could be improved, the level of their bill, or should there be any aspect of our service with which they are not satisfied, we ask them to please contact the person in our firm responsible for complaints handling: Andy Gifford, on 01932 854 199 and andy.gifford@falcor.co.uk.

We are committed to high quality advice and client care and will resolve any concerns as soon as possible. In order to do this, we follow our complaints handling procedure which is as follows:

Step One:

If they have not already done so, we ask our clients to let us know the full nature of the problem.

Step Two:

A Representative will write to the client acknowledging their complaint within five working days. In this letter, we shall confirm what happens next.

Step Three:

Our Representative shall then investigate the matter by reviewing the file and speaking to all members of staff concerned within five working days of acknowledging receipt of the complaint. If, for some reason, the matter cannot be investigated in this timeframe, then we will write to the client notifying them of this together with the reason why and giving a revised timescale.

Once the investigation has been completed, our Representative shall invite the client to a meeting to discuss the issue(s) they have raised and hopefully resolve the complaint. This meeting will take place within fourteen days of sending the acknowledgement letter to the client.

Following the meeting, our Representative shall write to the client within five working days of the meeting to confirm the discussion and the solution agreed upon.

If the client elects not to attend such a meeting (or the meeting is not necessary), we will, on request, send the client a detailed, written response, including the proposed solution, within fourteen working days of acknowledging receipt of the complaint.

Step Four:

If the client is satisfied with our response following the above steps, that will be the end of the matter. However, if the client is not satisfied, they will be invited to contact our Representative again and he will arrange for an independent practitioner, unconnected with the matter to review the decision. He will write to the client within fourteen days of receiving the request with confirmation of the firm's final position in relation to the complaint, outlining the reasons and any final redress that is offered.

Step Five: Other avenues

Clients must always try complaining to us first. In most cases they will not be able to take a complaint further without allowing us the opportunity to put things right.

If after receiving our final written response to your complaint you feel we have not resolved your complaint to your satisfaction or we have failed to provide you with a final written response to your complaint within eight weeks of you submitting your complaint, you can have your complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service relating to the provision of legal services by authorised persons such as CILEX Practitioner (ACCA-Probate).

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 can take your complaint to the Legal Ombudsman:

- Within six months of receiving our final written response to your complaint or if we have not provided a final written response to you within eight weeks within one year starting at the expiry of the eight-week period.
- No more than one year from the date of the act or omission that gave rise to the complaint.
- No more than one year from when you should reasonably have known there was a cause for complaint.
- The Legal Ombudsman may extend the limits in exceptional circumstances.

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

Website: www.legalombudsman.org.uk

Telephone: 0300 555 0333 between 9am and 5pm

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Where your complaint relates to the misconduct of a CILEX Practitioner (ACCA-Probate), you can refer your complaint free of charge to CILEX Regulation for them to investigate. Misconduct complaints must be made within 12 months of the act or omission that gave rise to the complaint or within 12 months of the complainant having knowledge of the act or omission that gave rise to the complaint, whichever is the greater.

Professional Indemnity Insurance

We confirm that we currently hold £600,000 professional indemnity insurance to cover non-contentious probate and related work. The policy covers activities in the United Kingdom and is underwritten by Arch Insurance. A copy of the policy document is available on request.