

## **COMPLAINTS POLICY**

SEN4you is a service provided by Baker Small Solicitors.

Baker Small is 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.

### **Our Complaints Procedure**

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. All complaints should be sent to:

Baker Small Solicitors  
314 Midsummer Court  
Midsummer Boulevard  
Milton Keynes  
MK9 2UB

Telephone: 01908 082 422

### **What Will Happen Next?**

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Mark Small, who will review your matter file and speak to the member of staff who acted for you.
3. Mark Small will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mark Small will write to you to confirm what took place and any solutions he has agreed with you.

5. If you do not want a meeting or it is not possible, Mark Small will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another solicitor outside of the firm to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If we are not able to resolve the complaint to your satisfaction then depending on the nature of the complaint, you may be able to refer the matter to the Legal Ombudsman or the Solicitors Regulation Authority.
9. Where you direct your complaint, depends upon the nature of the complaint. This is explained below.

#### Legal Ombudsman

10. If your complaint relates to the standard of service you have received, and the matter is not resolved at the end of our complaints process, you are entitled to ask the Legal Ombudsman of England and Wales to consider your complaint.
11. A complaint to the Legal Ombudsman must normally be made within six months of the date of the conclusion of our complaints process.
12. You can contact the Legal Ombudsman by telephone on 0300 555 0333, by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or by post at PO Box 6806, Wolverhampton, WV1 9WJ.

#### Solicitors Regulation Authority:

13. The SRA deal with cases where a complaint relates to an alleged breach of the SRA Principles. The SRA Principles can be found here <http://www.sra.org.uk/solicitors/handbook/handbookprinciples/content.page>
14. As an example, the SRA could help you if you think a solicitor might be dishonest or you have concerns about their behaviour, and these concerns have not been addressed at the end of the Complaints Procedure.
15. The SRA do not have the power to award compensation for poor service, or to reduce or refund your legal fees.

16. In order to submit a complaint to the SRA, you must complete the SRA complaint report form, and send it to the reports team at [report@sra.org.uk](mailto:report@sra.org.uk) or post to:

Solicitors Regulation Authority  
The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN

17. If you make your complaint to the SRA or Legal Ombudsman and they consider your complaint should be dealt with by the other, then they will refer your complaint to the correct organisation.

**JANUARY 2022**