

## Complaints Handling Policy & Procedure

Blackstone Solicitors are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need to know about it and deal with it promptly and efficiently to help us check the quality of our service, improve our standards and maintain our exceptional reputation.

### If you have a complaint

Please contact the lawyer that has been dealing with your matter, or their supervising Partner. These details will be on your original engagement letter. We are happy to deal with your complaint by phone in the first instance, or by letter or email, as you prefer.

If you wish to address someone else, please contact our Practice Manager.

### What happens next?

1. If the matter cannot be resolved after a conversation or initial correspondence, a letter will be sent to the client acknowledging the complaint and enclosing a complaint form. The complaint can be escalated by completing this form and sending it to the Practice Manager.
2. Upon receipt of this form from the client, the complaint will then be investigated. This will normally involve passing the complaint to our client care partner, who will review the matter file and speak to the member of staff who acted.
3. A detailed written reply to the complaint will then be sent to the client, including suggestions for resolving the matter, within 21 days of receiving the complaint form.
4. If the client remains dissatisfied at this the Managing Director, Emma Nawaz, will arrange for a review of the decision and work with them to identify their continuing concerns.
5. Blackstone Solicitors will write to the client within 14 days of receiving any request for a review, confirming the final position of the complaint together with an explanation.
6. If the complaint remains unresolved, the client has the right to refer their complaint to the Legal Ombudsman, an independent organisation set up to deal with complaints against solicitors and legal professionals. Full details are available from them, but it is useful to note that any complaint should be made within 6 months.

### Contact

Practice Manager: Gail Angus  
Blackstone Solicitors, Campaign House, 8 Cecil Road, Hale, Cheshire, WA15 9PA  
0161 9290121

Gail.Angus@blackstonesolicitorsltd.co.uk

Legal Ombudsman: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ  
0300 555 0333  
enquiries@legalombudsman.org.uk

### **Resolving Complaints relating to FCA Matters**

1. We will always try to resolve your concerns there and then. If we are able to do this straight away, and to your satisfaction, we will send you a summary resolution confirming this.
2. If this is not possible, we will send you a prompt written acknowledgement to advise you that we have received the complaint and are dealing with it.
3. In the event that you are not satisfied with our final response or 8 weeks have passed since your complaint was first raised, then you have the right to refer your complaint to the Financial Ombudsman Service (FOS). Referrals to FOS are free of charge, but must be referred to FOS within 6 months from the date of our final response to you.

### **The Financial Ombudsman Service**

Exchange Tower  
London  
E14 9SR  
Telephone: 0800 023 4 567 or 0300 123 9 123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: <http://www.financial-ombudsman.org.uk/>