

## RJW Issues & Complaint Handling Policy

At the outset of the case you will be given the name, address and telephone number of the person who will be dealing with your case and their supervisor and/or the Office Complaints Partner. Should you find any aspect of our service, including your bill or your insurance policy, unsatisfactory, we would like to hear from you. Please either telephone or write direct to the office Complaints Partner/supervisor.

1. If you telephone we would hope that we can deal with the issue to your satisfaction there and then.
2. If you write to us or we have not been able to deal satisfactorily with your complaint on the telephone we will send you an acknowledgement letter within 2 working days of us receiving your complaint.
3. Your complaint/issue will be investigated by the Supervisor and/or Office Complaints Partner who will examine your file and may discuss the matter with the member of staff who acted for you.
4. The Supervisor and/or Office Complaints Partner may call you in order to ensure the issues you have raised are properly understood.
5. The Supervisor and/or Office Complaints Partner will then send you his/her response to your issue/complaint within 7 working days of the issue of our letter of acknowledgement with his/her suggestions for resolving the matter.
6. At this stage, if we have not been able to satisfactorily resolve your complaint you can write to us again at which time your complaint will be escalated to:
  - the Departmental Complaints Partner who will arrange to review your file and documentation and respond to you within 10 working days of us receiving your response, and in the absence of a resolution at that time to:
  - Mr John Webber, our Senior Partner, who will review your complaint and associated correspondence within 10 working days of us receiving your further response.
7. Either the Departmental Complaints Partner or the Senior Partner will write to you confirming our final position regarding your complaint including proposed resolutions and explaining our reasons.
8. In the unfortunate event that we have not been able to resolve your concerns, including billing issues, within an 8 week period, you may of course contact the Legal Ombudsman either by email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), by phone on 0300 555 0333 or at: Legal Ombudsman, PO Box 15870, Birmingham B30 9EB.
9. If your unresolved complaint relates to the insurance policy which is covering your matter you should write to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London, E14 9SR; telephone 0845 080 1800 or email to [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

Please note that referral to either the Legal Ombudsman or the Financial Ombudsman Service should normally be done within 6 months of your receipt of our final response letter.

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

**We seek at all times to give our clients the best possible service. Your service issue/complaint will be recorded on our central register and will be used to improve our service to our clients. We very much value your business and your feedback.**