

## COLMAN COYLE COMPLAINTS PROCEDURE

### Our Complaints Policy

We are committed to providing a high quality legal service and to dealing with all our clients fairly. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

### Our Complaints Procedure

You can contact us in writing (by letter or email) or by speaking with Howard Colman whose contact details are Howard Colman, Wells House, 80 Upper Street, London N1 0NU or [howard.colman@colmancoyle.com](mailto:howard.colman@colmancoyle.com) or 020 7354 3000.

Please include your name and contact details, your reference number (if you have one), details of your complaint and what you hope to achieve as a result of your complaint.

### What will happen next?

Once we receive a complaint from you we will send you a letter of acknowledgement and if at that stage we require any further explanation or details will ask you for them. We will also let you know the name of the person who will be dealing with the complaint. You can expect to receive our letter of acknowledgement within five working days of receipt of your complaint.

We will record your complaint in our central register.

We will then start to investigate your complaint. This will normally involve the following steps:-

- (1) Howard Colman will either ask the member of staff to reply to you directly or, if he feels it more appropriate, ask the member of staff to prepare a report to enable him to reply to you. The reply will be sent to you within ten working days.
- (2) Howard Colman may, as an alternative, invite you to a meeting to discuss and hopefully resolve your complaint and if so that invitation will be sent within the ten working day period.
- (3) If you do not wish to attend a meeting or it is not possible for you to do so Howard Colman will then send you a reply to your complaint within ten working days.

(4) If you accept the invitation to attend a meeting then, within five working days of the meeting we will write to you to confirm what took place and any solutions agreed with you.

(5) If you are still not satisfied you may contact us again and ask us to arrange a review of any decision reached. If so Howard Colman will refer the matter to another Partner in the firm who will review the decision within ten working days and we will let you know the result of the review within five days of the end of the review. At that time we will write confirming our final position on your complaint and explaining our reasons.

(6) If we need to change any of the timescales set out above we will write to you explaining why and informing you of any revised timescale required.

(7) We are committed to trying to resolve any dispute in an amicable and sensible way and believe that this can be best achieved through a properly conducted dialogue along the lines described above. However, if you are not satisfied with our handling of your complaint, you can ask the Legal Ombudsman to consider the complaint.

The Legal Ombudsman can be contacted by post at Legal Ombudsman, PO Box 6167 Slough SL1 0EH, by phone on 0300 555 0333 or by email to [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) (the website is at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)).

You should complain to the Legal Ombudsman within six months of the end of our complaints process.

From 1 April 2023, the time limits for referring a complaint to the Legal Ombudsman will be not later than:

- one year from the date of the act or omission being complained about; or
- one year from the date when the complainant should have realised that there was cause for complaint.

The Legal Ombudsman will retain the ability to apply Rule 4.7, which allows an Ombudsman to exercise discretion to extend the 1 year time limit for specific customers if, on the evidence, it was fair and reasonable to do so.