

## QCH Legal Ltd: Complaints policy

### **Our aim**

Our aim is to deal fairly and promptly with any complaint a client makes about our service.

### **Our complaints handling policy**

We are committed to providing a timely and high-quality legal service for all our clients. If something goes wrong, or if you otherwise feel unhappy, we appreciate being told about it because this helps us to improve our service.

For the avoidance of doubt, we do not levy a charge or fee for investigating and resolving any complaint.

### **How to complain**

If you have a query, concern or complaint about our service, please let us know as soon as possible. You can inform us of your dissatisfaction by letter, email or telephone. Our contact details are:

Dave Massey  
Compliance Officer for Finance & Administration  
QCH Legal Ltd  
Queen Charlotte House  
53-55 Queen Charlotte St  
Bristol BS1 4HQ

Email: [dave.massey@qchlegal.com](mailto:dave.massey@qchlegal.com)

Tel: 01179 388393

If you have not dealt directly with a partner, please also feel free to contact the partner named in our engagement letter as the partner responsible for supervising your matter.

All complaints received by us are recorded in a central register kept by this firm (the “Central Register”).

## What will happen if I complain?

Your complaint will be entered into the QCH central register

We will acknowledge receipt of your complaint within two working days.

Your complaint will be investigated by the Partner or Compliance Officer for Finance & Administration

We will provide a full written response to your complaint within seven working days of receipt

If your complaint is not resolved to your complete satisfaction within 7 working days of your first contacting us, you should notify (by letter, email or telephone) the partner first contacted by you that you now require your complaint to be investigated by another QCH Company Director

## What will happen next?

Another QCH Director will then acknowledge receipt of your complaint within two working days and will further investigate your complaint.

The partner nominated to investigate your complaint will then provide you with a full written response within 14 days of acknowledging your further complaint.

If you remain dissatisfied we will invite you to attend a meeting to discuss and resolve matters. If it is not possible to arrange a meeting we will provide a final written response to your complaint within 14 working days.

If you are still not satisfied, you can then contact the Legal Ombudsman at:

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

Telephone: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

The Legal Ombudsman may be prepared to investigate your complaint if you satisfy the relevant criteria. You must take your complaint to the Legal Ombudsman:

- within six months of receiving a final response from us to your complaint;
- and**
- no more than six years from the date of act/omission; or
  - no more than three years from when you should reasonably have known there was cause for complaint.

The Solicitors Regulation Authority (SRA) can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

For more information about the SRA please visit:

<https://www.sra.org.uk> and <https://www.sra.org.uk/consumers/problems/report-solicitor.page>

Where the complaint relates to mediation services then in certain circumstances you also have a right to complaint to the Civil Mediation Council. Further information is available on the CMC's website at <https://civilmediation.org/for-the-public/complaints/>