

LA COMPLAINTS POLICY

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

The handling of your complaint will be supervised by the firm's Compliance Partner, Karen Thompson. Her contact details are:

Address: Lester Aldridge LLP
Russell House
Oxford Road
Bournemouth
BH8 8EX

Telephone number: 01202 786161

E-mail: karen.thompson@la-law.com

What will happen next?

We will send you a letter acknowledging your complaint enclosing a copy of this policy. You can expect to receive our letter within 2 working days of our receiving your complaint.

1. We will record your complaint in our central register and open a file for your complaint.
2. We will then investigate your complaint. If necessary we will ask you for additional information. In some cases we may not be able to start our investigation until you have provided additional information.
3. In the majority of cases the outcome of our investigation will be provided to you in writing. We aim to provide a substantive response within 30 days of acknowledging your complaint unless prevented from doing so by unforeseen circumstances, in which case you will be kept informed. Sometimes a longer period is required.
4. Occasionally, after the investigation we may invite you to a meeting to discuss your complaint. We will always seek to arrange this meeting to be held at times convenient to both you and LA. If there is a meeting, we will write to you within 5 days confirming what was discussed and/or agreed.
5. If we have to change any of the timescales above, we will let you know and explain why.
6. If after receiving our substantive response or after any meeting, you are still not satisfied, you can write to us again explaining your dissatisfaction. We will then reconsider your complaint.
7. If you are still dissatisfied with our decision or our handling of your complaint, you may, if you wish, contact the Legal Ombudsman ("LeO") about your complaint. You should bring your complaint to LeO within six months of the end of our complaints handling process. LeO permits firms eight weeks to investigate and complete their internal complaints process before considering a complaint. In addition, you should note that LeO will not be able to accept your complaint if:

- More than six years have elapsed from the date of the alleged act or omission giving rise to your complaint; or
- More than three years have elapsed since the time that you should have known about your entitlement to make a complaint

The contact details for LeO are: The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

Please note that LeO cannot be used by businesses or other organisations unless they are below certain size limits.

Further information can be obtained from LeO on 0300 5550333, www.LegalOmbudsman.org.uk or at enquiries@legalombudsman.org.uk

8. If your concern is related to behaviour for example, you consider that an individual has been dishonest or that you have been treated unfairly because of your age, disability or other characteristic, you can raise your concerns with the Solicitors Regulation Authority. Full details on how to do this can be found on their website www.sra.org.uk.

Lester Aldridge LLP