

**LEGAL**

# Complaints Policy

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Lawyerly Ltd is a law firm authorised and regulated by the Solicitors Regulation Authority. If you are unhappy with any part of our service, or with an invoice, we want to hear about it, and we will deal with your concerns promptly, fairly and respectfully.

This policy explains how to raise a complaint, what you can expect from us, and what you can do if you remain unsatisfied. It is one of the Policies referred to in our [Terms of Service and Engagement](#) and should be read with them. Complaining costs you nothing and will not affect how we handle your matters.

## 01 Making a complaint

You can complain at any time by emailing [support@lawyerly.co](mailto:support@lawyerly.co), by writing to us at 3rd Floor, 45 Albemarle Street, London, W1S 4JL, or by telephoning 0203 442 8479. If your concern is about the solicitor handling your matter, you may raise it with them directly or come to us centrally. Either route is fine.

To help us look into the issue properly, please tell us:

- your name, your business name and how you would like us to contact you;
- which matter or invoice your complaint relates to;
- what you think went wrong; and
- what outcome you would like.

You do not need to use legal language. A clear explanation in your own words is enough. If you need help putting your complaint to us, or would prefer to give it to us by telephone or in another accessible format, please say so and we will assist.

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## 02 What happens next

We record every complaint and deal with it under this policy.

We acknowledge your complaint within three working days and tell you who is dealing with it.

Your complaint is handled by a director who has not been involved in the matter complained about, or where that is not possible by a senior solicitor who has not been involved.

We review the relevant file, speak to the people involved and may ask you for further information.

We aim to send you a written response within four weeks, and we send our final written response within eight weeks of receiving your complaint.

If, exceptionally, we cannot, we tell you why and when to expect it, and you may go to the Legal Ombudsman at that point without waiting for us.

Our final response will explain what we have found, what we propose to do about it, and your right to take the matter further, including the Legal Ombudsman's contact details and the time limits that apply.

If you disagree with our conclusions, you may ask for an internal review within 14 days of our response, explaining why you think it is wrong or incomplete. The review is carried out by a director or senior solicitor who has not dealt with your matter or your complaint. Where no one at Lawyerly meets that description, we ask an independent solicitor to carry out the review at our cost. We aim to reply within 14 days. You do not have to use our internal review before approaching the Legal Ombudsman.

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## 03 Taking your complaint further

If you are not satisfied with our final response, or eight weeks have passed since you first complained to us, you may be able to take your complaint to the Legal Ombudsman.

### ◦ 3.1

#### **Who the Legal Ombudsman can help**

The Legal Ombudsman considers complaints from individuals and from smaller organisations. That includes:

a business with fewer than ten employees and an annual turnover or balance sheet total of no more than 2 million euros;

a charity, club or association with an annual income net of tax of less than £1 million;

a trust with an asset value of less than £1 million; and

the personal representatives or beneficiaries of the estate of a person who has died.

Larger businesses are not eligible to use the Legal Ombudsman. If we think that applies to you, we will say so in our final response, and we will still deal with your complaint under this policy.

### ◦ 3.2

#### **Time limits**

A complaint should reach the Legal Ombudsman within six months of our final written response, and within one year of the act or omission you are complaining about, or of when you should reasonably have known there was cause for complaint. The Legal Ombudsman can extend these periods where it considers it fair to do so, but you should not rely on that.

### ◦ 3.3

#### **How to contact the Legal Ombudsman**

Legal Ombudsman, PO Box 6167, Slough, SL1 0EH. Telephone 0300 555 0333. Email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

### ◦ 3.4

#### **Concerns about our conduct**

The Legal Ombudsman deals with the standard of service you have received. If your concern is about our conduct, for example dishonesty, discrimination or treating you unfairly, you can report it to the Solicitors Regulation Authority at

[www.sra.org.uk/consumers/problems](https://www.sra.org.uk/consumers/problems). You can report a concern to the SRA at any time, whether or not you have complained to us first.

- 3.5

### **If your complaint is about a bill**

You may complain to us about a bill in the same way as about any other aspect of our service, and you may be able to take an unresolved complaint to the Legal Ombudsman. You may also have the right to apply to the court for an assessment of our bill under Part III of the Solicitors Act 1974. Strict time limits apply to that right, and they begin to run when the bill is delivered, so please raise any concern about a bill as soon as you can and take independent advice if you are considering an application. The Legal Ombudsman may not be able to consider a complaint about a bill where you have applied to the court for an assessment.

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## 04 Our records

We keep a record of every complaint, what we found and what we did about it. We review those records so that we can put right anything that has gone wrong more than once. Complaint records are held in line with our Privacy Notice.

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## 05 Contact us

For any questions about this policy, please contact us at [support@lawyerly.co](mailto:support@lawyerly.co).

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## Find out how we can help you

Subscription and fixed-fee legal services from an SRA-regulated commercial law firm. No hourly billing.

**Book a complimentary consultation**

### **CONTACT DETAILS**

0203 442 8479

[info@lawyerly.co](mailto:info@lawyerly.co)

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