**OVO SOLICITORS**

**Letter regarding the complaint procedures**

Dear Sir

I am committed to providing a high-quality legal service to all my clients. When something goes wrong, I need you to tell me about it. This will help me to maintain and improve my standards.

**My complaints procedure:**

If you have a complaint, please contact me, the complaints manager with details.

What will happen next?

1. I will deal with your complaint in the first instance. I will send you a letter acknowledging your complaint and asking you to confirm or explain the details. You can expect to receive my letter within 2 days of me receiving your complaint.

2. I will record your complaint. I will do this within a day of receiving your complaint.

3. I will acknowledge your reply and confirm what will happen next. You can expect to hear from me within a day of your reply.

4. I will then start to investigate your complaint. This may involve one or more of the following steps:

· If you agree I will consider your complaint. I will then send you my detailed reply or invite you to a meeting to discuss the matter. I will do this within 10 days.

· If you agree I will ask another independent solicitor to investigate your complaint and report to me. I will do this within 3 days.

5. I will then write to you inviting you to meet me, discuss and hopefully resolve your complaint. I will do this within 3 days.

6. Within two days of the meeting I will write to you to confirm what took place and any solutions I have agreed with you.

If you do not want a meeting or it is not possible, I will send you a detailed reply to your complaint. This will include my suggestions for resolving the matter. I will do this within 5 days of completing my investigation.

7. At this stage, if you are still not satisfied, you can write to me again. I will then arrange to review my decision. This may happen in one of the following ways:

1. I will review the decision within five days myself; or
2. I will arrange for someone who is not connected with the complaint to review my decision. I will do this within 10 days; or
3. I will ask a member of the Sole Practitioner Group or my local Law Society or another solicitor to review your complaint within 10 days. I will let you know how long this process will take.
4. I will let you know the result of the review within 5 days of the end of the review. At this time I will write to you confirming my final position on your complaint and explaining my reasons. If you are not satisfied with our handling of the complaint and/or we have not resolved it, then you can ask the Legal Ombudsman to consider the case. The Legal Ombudsman phone number is: 0300 5550333 or you can find out more information at: <http://www.legalombusdman.org.uk>. Normally, you would need to bring a complaint to the Legal Ombudsman within 6 months of receiving our final written response to your complaint or within 6 year of the act or omission about which you are complaining occurring or no more than 3 years from when you should reasonably have known there was a cause for complaint. I am confident that this would not be necessary.

Yours sincerely

Vincent Onuegbu

Complaints manager

OVO Solicitors