



Complaints Policy

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SCOPE

Andrew Isaacs Law takes the view that the professional and effective handling of complaints and issues is an opportunity to develop improvements and learn from mistakes.

Complaints and issues can be raised formally or informally, in each case the issues will be thoroughly reviewed to ensure operational processes and procedures are continually improved.

Andrew Isaacs Law aim to review each incident promptly and impartially and will demonstrate a consistency across the complaints process to assist with providing a fair and timely response.

DEFINITION OF COMPLAINT

Andrew Isaacs Law considers a complaint to be any expression of dissatisfaction made either by a Client or any Professional having dealings with the company. A complaint may be made either verbally or in writing and can include, but is not limited to, the standard of service, actions or lack of action by the Company or its staff, affecting a Client or other Professional who has dealings with ANDREW ISAACS LAW.

What is not a complaint?

Feedback: Informal comment on ANDREW ISAACS LAW's processes, practices and/or performance; the subject matter and/or seriousness thereof does not constitute a complaint.

Query: A question requiring clarification, be it case-specific or generic.

Referral: Instances in which the referrer requires case specific guidance relating to the actions of Andrew Isaacs Law that is not the result of a customer complaint. However, all incidents of these non-complaint categories are responded to as required.

RESPONSIBILITIES

At first, we would ask that you raise any concerns about our service with the person who is handling your case, or, if you are not happy doing this, with their supervisor. You will have been informed of who their supervisor is in the letter you were sent at the start of the case. If this does not resolve things to your satisfaction, and you want to make a formal complaint, then you can contact Teresa Glynn, Director, who is responsible for the Complaints Process

PROCESS FOR COMPLAINT HANDLING

Complaints should preferably be in writing, addressed to Teresa Glynn, Director and signed by the Complainant, complete with address. Complaints can be made in writing, email or by telephone using the details below:

FAO; Teresa Glynn

Andrew Isaacs Law Limited
Unit 7
Atlas Office Park
Balby Carr Bank



Doncaster
DN4 5JT

Email: family@andrewisaacs.co.uk

Telephone: 01302 349480

Telephone and verbal complaints will be entered into the Complaints System, but wherever possible, should be confirmed in writing. Anonymous complaints will also be recorded and assessed, and action taken internally where necessary.

Andrew Isaacs Law will deal with any complaint with fairness and in confidence; the Complainant will always be treated with courtesy and respect. As such, Andrew Isaacs Law expect that the Complainant will also treat our staff dealing with the complaint with the same courtesy and respect.

Should a complaint be deemed necessary, the following process will be followed:

1. Within five working days of receiving your complaint, Teresa Glynn, will write to you by way of acknowledgement, your complaint will be recorded in our central register and allocated a reference number and we aim to make sure that we have understood your complaint correctly.
2. Your complaint will be referred to the appropriate member of the firm with a request for a report to be provided. Teresa Glynn will discuss the report with the member of the Firm and independently review your file following the meeting with the member of the Firm concerned.
3. The investigation should not normally take any longer than 8 weeks from the date that we have received confirmation of what your complaint is about.
4. We will however endeavour to deal with the complaint as quickly as possible and can often deal with the complaint in a shorter period than 8 weeks.
5. Once the complaint has been investigated, we will write to you with our decision, giving you details of any further action that is to be taken to address your concerns. If you are happy with the outcome of the investigation, then we will record the complaint as resolved.
6. If you remain dissatisfied and communicate that in writing together with your reasons:-
 - a) Teresa Glynn will review her decision and write to you within 5 working days with the Firm's final decision; or
 - b) We will discuss with you any other form of conciliation or mediation which may be agreeable to both of us.



WHAT TO DO IF WE CANNOT RESOLVE YOUR COMPLAINT

If you are not satisfied with the outcome of our investigation into your complaint or if your complaint has not been concluded within the agreed timescale, then the Legal Ombudsman may be able to help you.

They will look at complaints independently and accessing the Ombudsman will not affect how we handle your case. Most 'consumer' clients (as oppose to large businesses) will be able to make use of the Ombudsman scheme however there are restrictions for some larger clients. Before accepting a complaint for investigation, the Legal Ombudsman will normally check that you have tried to resolve your complaint with us first.

You must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint from us. From 1 April 2023, the Legal Ombudsman also expects complaints to be made to them within 1 year of the date of the act or omission about which you are concerned (prior to 1 April 2023: 6 years) or within 1 year of you realising there was a concern (prior to 1 April 2023: 3 years). The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details –

Website: www.legalombudsman.org.uk

Telephone: 0300 555 0333 between 9am to 5pm

Email: enquiries@legalombudsman.org.uk

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

The Solicitors Regulation Authority can help you if you are concerned about our conduct. You are able to contact the Solicitors Regulation Authority using the below details:

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

Telephone: 0370 606 2555 between 8am to 6pm Monday to Friday (excluding Tuesday) and 9.30am and 6 pm Tuesday

Address: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN

COMPLAINT RECORDING

Andrew Isaacs Law record the details of complaints received for training and internal development purposes. A key aspect of the complaints procedure is the resolution of issues internally so that the Firm can be confident that the appropriate retraining is supplied, or process amended so that all possible measures are put in place to reduce the likelihood of the issue repeating in future. Therefore, if legitimacy as an eligible complaint is established, the case is entered into the Complaints Log. Such initial entry details are:



- Who is investigating complaint
- Date of complaint
- Name of Complainant
- Case Reference number and file name (if relating to a specific case)
- Brief overview of the key issues
- Andrew Isaacs Law employees who are involved
- Date acknowledged with Complainant
- Date response sent
- Internal action for resolution

COMPLAINTS INFORMATION SECURITY

Andrew Isaacs Law will, at all times, adhere to the General Data Protection Regulations to ensure that all personal data will be kept securely and that details of individual's personal data will not be disclosed to third parties without that individual's consent.