

Setfords - Complaints Policy and Procedure 2024

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to put matters right where appropriate and improve our standards.

Our complaints procedure

If you have a complaint, please either send us your Complaint Form or email us at complaints@setfords.co.uk and your complaint will be dealt with by the firm's Compliance & Complaints Department. You can also contact us by post at Compliance & Complaints Department, Setfords, 74 North Street, Guildford, Surrey, GU1 4AW or by telephone on 01483 408780. If we have to change any of the timescales set out below, we will let you know and explain why.

What will happen next?

1. We will send you a letter or an email acknowledging your complaint within five working days of receiving it. If it seems appropriate, we may ask you to clarify or explain any details, and/or suggest a meeting at this stage.
2. We will then investigate your complaint, examining the relevant file and speaking with members of staff as appropriate.
3. **If appropriate**, we will then invite you to meet or to speak with one of the Compliance & Complaints Team over the telephone to discuss and, we hope, resolve your complaint. We should be in a position to do this no longer than fourteen days after first receiving your complaint.
4. Following that discussion, we will write to you to confirm what took place and any suggestions we have made or solutions that have been agreed with you.
5. If you would prefer not to meet or speak over the telephone, or if it is not practical or appropriate, or if we cannot arrange it within an acceptable timescale, we will write fully to you setting out our views on the situation and any suggestions we may have to resolve it. We should be in a position to do this within eight weeks of receiving your complaint.
6. At this stage, if you are still not satisfied, please contact us again to explain why you remain unhappy with our response and we will consider your comments. Depending on the matter, we may at this stage arrange for a director to review the decision.
7. We will write to you again within fourteen days of receiving your request for a review setting out our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman by post at PO Box 6167 Slough, SL1 0EH, by telephone on 0300 555 0333, or by e-mail to enquiries@legalombudsman.org.uk.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned, or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. Further information and guidance is available on the Legal Ombudsman's website at www.legalombudsman.org.uk.