



Complaints Policy

JNP Legal 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 improve our standards.

Who to Contact

If you are unhappy with any aspect of the service which you have received or the costs which you have been charged it is often best to raise your concerns immediately with the team member who has been acting on your behalf or the team supervisor. You were supplied with their contact details when you first instructed us in your client care letter. If you are unsure who this was please contact us and we can give you this information.

However, we understand that you may wish for your concerns to be more formally investigated – particularly if your complaint relates to the team supervisor or you are unhappy with any response you have already received.

If you want your complaint to be formally investigated please contact:

Mr Antony Williams
JNP Legal
15 Glebeland Street
Merthyr Tydfil
CF47 8AU.

Email: Law@jnplegal.org

Telephone: 01685 350421

If your complaint relates to Mr Antony Williams please direct your complaint to Miss Louise Last.

What will happen next?

- We will send a letter acknowledging your complaint letter/email or telephone call. You can expect to receive our letter within seven working days of us receiving your complaint.

Responsibility for investigating your complaint will be assigned to the member of the firm best placed to carry out the investigation. He/She will normally review the file and speak to those who carried out the work.

- If appropriate you may be invited to a meeting to discuss and hopefully resolve your complaint. If a meeting takes place we will write to you after it takes place confirming what took place and setting out any solutions which were agreed with you or our suggestions for resolving the matter.
- If a meeting is not possible or you do not want to meet, we will send you a detailed reply to your complaint setting out any suggestions for resolving the matter. We would normally expect to send this reply within 21 days of sending you the acknowledgement letter. If we are not able to send a full reply within that period we will update you and tell you when we expect to be able to write to you again.
- If at this stage, if you are still not satisfied you can contact us again. We will then arrange to for an independent review of the this matter.
- We will write to you within 21 days of receiving your request for a review confirming our final decision on your complaint and explaining our decision.

If you are dealing with us as a private individual or are a very small business, charity, club or trust then you may have the right to refer your complaint to the Legal Ombudsman. You cannot normally refer your complaint to the Legal Ombudsman unless 8 weeks have passed since your complaint to us, but you may do so earlier if we have notified you of our final decision and you remain dissatisfied.

The Legal Ombudsman

The Legal Ombudsman is an independent organisation with powers to resolve complaints about the legal services when issues have not been resolved between an individual and their lawyer. The service is open to members of the public, very small businesses, charities, clubs and trusts.

You can check if they are able to deal with your complaint by writing to:

The Legal Ombudsman,
PO Box 6806,
Wolverhampton
WV1 9WJ

Or telephoning 0300 555 0333

Or you can visit their website at www.legalombudsman.org.uk.

The legal ombudsman will not normally accept a complaint for investigation unless 8 weeks have passed since you first raised your complaint with us. This is to allow us the opportunity to deal with your concerns.

You may make a complaint at any time within 6 months of our final decision about your complaint. If you do not refer your complaint to the legal ombudsman within that 6 month period then your complaint may not be accepted by the ombudsman.

IT IS IMPORTANT TO ACT PROMPTLY IF YOU THINK YOU ARE ENTITLED TO REFER A COMPLAINT TO THE LEGAL OMBUDSMAN.

Complaints about costs

If your concerns relate to an Invoice you have received from us then you have the right to apply to the court for an assessment of the invoice under part III of the solicitor's act 1974. Please note that the Legal Ombudsman may decide not to consider any complaint you may have about an invoice which has already been referred to the court for assessment.

The Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority.

Email: report@sra.org.uk

Or post to:

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