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Complaints procedure

Principal: Mark M Reid

Reid & Co Solicitors is the trading name of MMR Legal Limited (Company Number 10806648) which is authorised and regulated by the Solicitors Regulation Authority (SRA) under SRA Number 641844.

All of us at Reid & Co are committed to providing a high quality service to our clients but, whilst we always endeavour to provide the best service that we can, we are nevertheless aware that occasionally things do go wrong and for a variety of reasons. We are proud of our relationship with our clients and we promise that we will never deliberately try to upset you but equally it would be unrealistic of us not to recognise that problems can occur and, if they do, we have to address them. May we thus initially invite you to draw our attention to any area in which you feel our service has not met your expectations. Indeed even if you do not wish to complain as such, we would nevertheless welcome any constructive suggestions or criticisms that you feel may help us to generally improve our service.

However, we have drawn up this procedure primarily with the intention of it enabling us to deal with any complaint promptly and efficiently whilst keeping you, the client, fully informed of any action taken as a result of your complaint. It should also explain to you how you can make a complaint should you wish to do so and what action you can expect from us in response to any such complaint.

If you do have a complaint then please let us know either in writing or verbally. If the former, your complaint will initially be forwarded to Mark Reid who will be your main point of contact.

What will happen next?

Initially you may anticipate a telephone call from Mark Reid who will identify himself and then discuss the issue with you to try to resolve the matter without further recourse to this procedure. It is often the case that ineffective communication results in misunderstanding which can be simply and promptly rectified by discussion. Mark Reid will thus aim to reach a 'meeting of minds' with you as amicably and swiftly as possible. However, at the end of that discussion he will ask you if you wish to make a formal complaint or if you are satisfied that the matter has been properly dealt with. If you choose the former then the rest of this procedure will be followed. If you choose the latter no further action will be taken save for Mark Reid filing a report of the matter on our central Complaints Record and putting into effect whatever has been agreed with you. The choice is yours absolutely.

If a satisfactory agreement cannot be reached from the outset and a formal complaint is made then you may expect the following procedure to be followed:

1. Within 3 working days of receiving your complaint we will have recorded the matter on a central record and opened a file on the issue. At that time we will acknowledge your complaint and ask you to confirm full details of the same in writing.
2. Upon receipt of your complaint in full we will acknowledge the same and advise what will happen next and the estimated time scale of dealing with this, depending on the nature of the complaint.



3. Mark Reid will then look into your complaint, usually by discussing the complaint with the member of our staff who is involved and examining the file in question in order that he can understand the reasons for your complaint.
4. Having done this, Mark Reid will report to you with any suggestions he has to administer your complaint. He will write to you as soon as he is able but in any event you should hear from him within 4 weeks of your original complaint. If in that time he has been unable to complete his investigation or for any reason he is then unable to report to you his final findings, he will write to you indicating what he has done so far and how much longer he will require to complete his final report.
5. Mark Reid will contact you again within a further 4 weeks to report his findings with regard to the complaint, if he has not already done so (see above).
6. Throughout the investigation, Mark Reid should maintain a file in which he should record his written findings. All matters pertinent to the investigation including all correspondence, memos, attendance notes etc should be recorded on the file.
7. If Mark Reid deems it is appropriate, you may be invited at any stage to meet with him to see whether a resolution can be reached. If you do not want a meeting or if you are unable to attend he will send a letter setting out his findings and suggested resolutions.
8. If you agree to come to a meeting any resolution made will be put in writing to you within 3 working days of the meeting.
9. At whatever point the complaint is satisfactorily resolved, Mark Reid shall place a written memorandum of that outcome on the Central Complaints Record.

Review Procedures

Should you be dissatisfied with the outcome, you may request a review of the decisions made. The review could take any of the following forms;

1. The decision will be reviewed by Mark Reid taking into account grievances raised in your request for a review.
2. The complaint will be reviewed by another member of staff at Reid & Co who has not been previously involved.

We will let you know the outcome of the review within 15 working days of your request for a review.



In all cases we will endeavour to meet the time scales set but if these should not be achievable for any reason then we will let you know why and by how much the time scale is likely to change.

If you are not satisfied with the outcome of our investigation, you can ultimately refer the matter to the Legal Ombudsman to consider the complaint. It is important to note that there are timescales within which a complaint can be made to the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ, (www.legalombudsman.org.uk, 0300 555 0333).

Alternative complaints bodies (such as Pro Mediate UK Limited www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

Complaint about costs

If you are unhappy with our charges, then you are entitled to complain about the bill. Any complaint should be made to this firm in the first instance and we will try to reach a satisfactory conclusion with regard to your complaint.

If you are still unhappy then you have a right to object to the bill and apply for an assessment of the bill under Part III of the Solicitors Act 1974.

I would confirm that once raised if all or part of the bill remains unpaid this firm is entitled to charge interest from the due date of payment, which is 14 days after the bill has been raised.

Complaints to Solicitors Regulation Authority ("SRA")

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

To do so, please visit www.sra.org.uk