



Cohen Davis Solicitors

Complaints Handling Procedure

We hope that you will never have reason to complain about the service we provide to you or a bill of costs. However, in the unlikely event that something does go wrong, or the bill appears to be incorrect, please bring it to our attention at your earliest convenience. We will try to resolve the matter swiftly and fairly.

Complaint handler

Cohen Davis Solicitors' complaints handler is Mr Richard Bronzite who is responsible for this procedure. Please note that there is a time limit for you to challenge or complain about a bill, which is 21 days from the day the bill was issued to you.

Raising a complaint

For the sake of clarity, we ask that you set out your complaint in writing. This will help us focus on considering the point that are important to you. However, we realise that this is not always practicable, and, in these instances, a telephone call will be sufficient, during which we will make a note of the issues. We will then acknowledge your complaint in writing by sending our note to you for comment. This document will then form the basis of the complaint.

Speedy resolution

Often, concerns or complaints can be resolved by an informal discussion with the solicitor responsible for your matter. We encourage our clients to raise any concerns with the solicitor who is dealing with your matter in the first instance.

If you feel that the concerns raised with the solicitor responsible have not been satisfactorily resolved, or if you are not comfortable addressing your concerns directly with the solicitor responsible, then please write to Mr Bronzite. His e-mail address is helpline@cohendavis.co.uk, setting out your complaint.

What will happen next?

1. After you have raised your concerns with Mr Bronzite, he will send you a letter acknowledging receipt of your complaint within 5 working days of receiving it.

2. Mr Bronzite will then investigate your complaint, which will involve reviewing your file and speaking to the caseworkers and the solicitor who is or was dealing with your matter.
3. Mr Bronzite will then write to you with his findings within 21 days of sending you the acknowledgement letter. However, if the complaint is complicated, further time may be needed. If so, Mr Bronzite will write to tell you and set another time limit.
4. Mr Bronzite will then send you a detailed written reply to your complaint, including suggestions for resolving the matter.

A request to review the formal resolution

If you are still not satisfied with the resolution offered to you by Mr Bronzite, you should contact us within 14 days of the date of Mr Bronzite's detailed written reply to your complaint and ask us to arrange for somebody else, within the firm, unconnected with the matter to review Mr Bronzite's decision.

We will then write to you within 14 days with the outcome of the review.

External review

If, after having the decision of Mr Bronzite reviewed you still feel dissatisfied, you should contact us again within 14 days of the outcome letter of the reviewing lawyer' to request a further review and we may refer the matter to an external lawyer who will review your complaint before making a final decision as to the outcome.

The external lawyer will write to you within 14 days of receiving your request for a review, confirming the final position on your complaint with an explanation.

We will then write to you within 14 days with a Final Written Response.

If we need to change any of the timescales above, we will let you know and explain why.

The Legal Ombudsman

If you are still not satisfied with the outcome, you can ask the Legal Ombudsman to consider your complaint. Their address is: P.O. Box 6806, Wolverhampton, WV1 9WJ and their website address is www.legalombudsman.org.uk.

Normally, a complaint must be made to the Legal Ombudsman within 6 months of receiving a Final Written Response from us about your complaint or within 6 years of the date of the act or omission

about which you are complaining (or 3 years of the date you should reasonably have known there were grounds for complaint if the act or omission was more than 6 years ago).

You may also contact our regulator, the Solicitors Regulation Authority for further information and advice in relation to certain type of complaints. Their contact information can be found on their website <https://www.sra.org.uk/contact-us/>.

Changes to this procedure

We may change this procedure from time to time and should this happen, we will let you know of any changes as soon as possible.

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