

RDP Complaints Procedure

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.

If you have a complaint, please write to us with the details. Address your letter to our Client Care Director, Sioned Thomas, Wentwood House, Langstone Business Village, Newport NP18 2HJ email: sioned.thomas@rdplaw.co.uk. Your complaint will be investigated quickly, fairly, thoroughly and without cost to you. We will respond to you promptly and if we have made a mistake will tell you clearly and openly what your remedy is.

We have eight weeks to consider your complaint. If you were to remain dissatisfied at the end of our complaints procedure you would be entitled to contact the Legal Ombudsman (“LO”), an organisation which investigates complaints about poor service by lawyers provided you are an individual, a personal representative of a deceased person, a “micro-enterprise” (having fewer than 10 employees and an annual turnover or assets not exceeding 2 million euros), a charity or club/association with annual income of less than 2 million, or a trustee of a trust with assets of less than 1 million.

The LO can investigate complaints up to six years from the date of the problem occurring or within three years of when someone should have found out about the problem. If you wish to refer your complaint to the LO this must be done within six months of our final response to your complaint.

If you would like more information about the LO, their contact details are as follows:-

- Visit www.legalombudsman.org.uk
- Call 0300 555 0333 between 8.30 a.m. to 5.30 p.m. (calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines. Calls are recorded and may be used for training and monitoring purposes.
- For minicom call 0300 555 1777
- Email enquiries@legalombudsman.org.uk
- Postal address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Alternative complaints resolution bodies also exist and are competent to deal with complaints about legal services, should both you and our firm wish to use such a scheme at the end of our internal complaints process. They provide Alternative Dispute Resolution (ADR) Services. Small Claims Mediation is one such body, details of which can be found at www.small-claims-mediation.co.uk; and another is Ombudsman Services, details of which can be found at www.ombudsman-services.org. Under the provisions of the EU Directive on Consumer Alternative Dispute Resolution, to pursue this process you would have to be a “consumer”, namely an individual acting for purposes which are wholly or mainly outside your trade, business, craft or profession.