rdp

Law

RDP complaints procedure

We are committed to providing a high-quality legal service to all our clients. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to a bill, we need you to tell us. This will help us to improve our processes, procedures and standards.

You will not be charged for our investigation into your complaint or for any letters, emails or telephone calls in relation to your complaint.

How do I make a complaint?

You can contact us in writing (by letter or email) or speak with our Complaints Manager, Lisa Parsons. Contact details are:

RDP Law Limited Wentwood House Langstone Business Village Newport NP18 2HJ	Telephone: 01633 413500 Email: Lisa.Parsons@rdplaw.co.uk

To help us understand your complaint, and to ensure that we do not miss anything, please tell us:

- Your full name and contact details;
- What you think we have got wrong;
- What resolution you are seeking; and
- Your file reference number (if you have it).

If you need help making a complaint, or are having difficulties in making a complaint in writing or by telephone, please let us know so we can see if there are other ways for you to tell us about your concerns.

How will you deal with my complaint?

Please be assured that your complaint will be dealt with promptly, fairly and free of charge.

We will write to you within two working days to acknowledge your complaint, advise you who will be dealing with your complaint and provide a copy of this policy, explaining how your complaint will be handled. We will also record your complaint centrally.

We will investigate your complaint, which will include undertaking a review of your file(s) and other relevant documents as well as speaking with the person who dealt with your matter. We may need to ask you for further information or documents. If we do, we will ask you to provide the information within a specific period of time.

We will write to you at the end of our investigations to tell you what we have done and what we propose to do to resolve your complaint. We have eight weeks to consider and respond to your complaint.

What if I am not satisfied with the outcome?

If you are unhappy with the outcome of our complaints handling procedure, you may be able to ask the Legal Ombudsman or the Solicitors Regulation Authority to look into your complaint (please see below). The Legal Ombudsman/Solicitors Regulation Authority will not charge you for looking into your complaint.

Contact details are:

The Legal Ombudsman PO Box 6167 Slough SL1 0EH Telephone: 0300 555 0333 Email: enquiries@legalombudsman.org.uk Website: www.legalombudsman.org.uk	The Solicitors Regulation Authority The Cube 199 Wharfside Street Birmingham B1 1RN Telephone: 0370 606 2555 Email: report@sra.org.uk Website: www.sra.org.uk / https://www.sra.org.uk/consumers/problems/report-solicitor

The Legal Ombudsman

The Legal Ombudsman is an independent organisation which investigates complaints about poor legal service provided you are an individual, a personal representative of a deceased person (on whose behalf you are making the complaint), 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 an annual income net of tax of less than £1million, or a trustee of a trust with assets of less than £1million.

The Legal Ombudsman expects complaints to 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 complaint to the Legal Ombudsman within six months of our final written response to your complaint.

The Solicitors Regulation Authority

RDP is regulated by the Solicitors Regulation Authority (the "SRA") and we are duty bound to comply with the SRA Standards and Regulations which includes a set of Principles and various codes of conduct.

If the complaint is about RDP or the relevant fee earner's conduct and you consider we have acted in breach of our regulatory obligations set out by the SRA, if you are not happy with the outcome of your complaint, you can refer the matter to the SRA to review.

Alternative complaints resolution

Alternative complaints bodies (such as Ombudsman Services: https://ombudsman-services.org and Small Claims Mediation: www.small-claims-meditation.co.uk) exist which are competent to deal with complaints about legal services should both you and RDP wish to use such a scheme. We have, however, chosen not to adopt an alternative dispute resolution process. If, therefore, you wish to complain further you should contact the Legal Ombudsman or the SRA (as appropriate).

What will it cost?

We will not charge you for handling your complaint. The Legal Ombudsman/SRA will also not charge you for looking into your complaint.

Please note, however, if we have issued a bill for work done on the matter, and all or some of the bill

is not paid, we may be entitled to charge interest on the amount outstanding.