**OVO SOLICITORS**

**Letter regarding the complaint procedures**

Dear Sir

I am committed to providing a high-quality legal service to all my clients. When something goes wrong, I need you to tell me about it. This will help me to maintain and improve my standards.

**My complaints procedure:**

If you have a complaint, please contact me, the complaints manager with details.

What will happen next?

1. I will deal with your complaint in the first instance. I will send you a letter acknowledging your complaint and asking you to confirm or explain the details. You can expect to receive my letter within 2 days of me receiving your complaint.

2. I will record your complaint. I will do this within a day of receiving your complaint.

3. I will acknowledge your reply and confirm what will happen next. You can expect to hear from me within a day of your reply.

4. I will then start to investigate your complaint. This may involve one or more of the following steps:

· If you agree I will consider your complaint. I will then send you my detailed reply or invite you to a meeting to discuss the matter. I will do this within 10 days.

· If you agree I will ask another independent solicitor to investigate your complaint and report to me. I will do this within 3 days.

 5. I will then write to you inviting you to meet me, discuss and hopefully resolve your complaint. I will do this within 3 days.

6. Within two days of the meeting I will write to you to confirm what took place and any solutions I have agreed with you.

If you do not want a meeting or it is not possible, I will send you a detailed reply to your complaint. This will include my suggestions for resolving the matter. I will do this within 5 days of completing my investigation.

7. At this stage, if you are still not satisfied, you can write to me again. I will then arrange to review my decision. This may happen in one of the following ways:

1. I will review the decision within five days myself; or
2. I will arrange for someone who is not connected with the complaint to review my decision. I will do this within 10 days; or
3. I will ask a member of the Sole Practitioner Group or my local Law Society or another solicitor to review your complaint within 10 days. I will let you know how long this process will take.
4. I will let you know the result of the review within 5 days of the end of the review. At this time I will write to you confirming my final position on your complaint and explaining my reasons. If you are not satisfied with our handling of the complaint and/or we have not resolved it, then you can ask the Legal Ombudsman to consider the case. The Legal Ombudsman phone number is: 0300 5550333 and the address is Legal Ombudsman, P O

Box 6167, Slough, SL1 0EH or you can find out more information at: <http://www.legalombusdman.org.uk>. Normally, you would need to bring a complaint to the Legal Ombudsman within 6 months of receiving our final written response to your complaint or within one year from the date of the act or omission about which you are complaining occurring or no more than one year from when you should reasonably have known there was a cause for complaint. I am confident that this would not be necessary.

Yours sincerely

Vincent Onuegbu

Complaints manager

OVO Solicitors