

Client feedback and complaints procedure

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we are glad to hear about it, so that we can address your concerns and improve our service.

Prospective clients

A complaint can also be made by a prospective client if we have:

- I) Unreasonably refused a service to a complainant; or
- II) Persistently or unreasonably offered a service that the complainant does not want.

Our complaints procedure

If you are dissatisfied with any aspect of the firm's services, including the quality of the legal services provided, costs, your treatment by any member of staff or anything else, please contact Jef McAllister, our client care partner, at jmcallister@mcocolaw.com or by writing to him at the following address:

McAllister Olivarius
Pearce Building
7th Floor
West Street
Maidenhead, Berkshire
SL6 1RL

If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why.

What will happen next?

1. Within five days we will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting. We will also let you know the name of the person who will be dealing with your complaint. We will aim to assign the handling of your complaint to a lawyer member of the Executive Committee who has not been primarily involved in your case. This person will report back to the Executive Committee on findings.
2. We will record your complaint in our central register, open a file for your complaint, and conduct an internal investigation, examining the relevant file and speaking with the people concerned.

3. If appropriate we will then invite you to meet the person reviewing your case, as well as the point person on the case if appropriate, to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write to you setting out our view of the situation and any redress that we feel appropriate.
4. Within five days of any meeting we will write to you to confirm what took place and any suggestions for resolving your complaint that we have agreed with you.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways:
 - The person initially handling the complaint will review the decision;
 - We will arrange for someone in the firm who has not been involved in the matter underlying your complaint or the initial complaint handling to review it; or
 - We will invite you to agree to independent mediation. In this case we will let you know how long this process will take and the likely costs.
6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
7. If you do not agree with our conclusion about your complaint, and you are a consumer (or qualifying small business), you may refer your complaint to the Legal Ombudsman:
Tel: 0300 555 0333 and 0121 245 3050
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk
Address: PO Box 6806, Wolverhampton, WV1 9WJ

Please note that there are strict time limits for making a complaint to the Legal Ombudsman, although it generally expects consumers to exhaust a law firm's complaint process before referring a complaint to it. If you are dissatisfied with the outcome of our investigation, you have six months from our final determination to raise the matter with the Legal Ombudsman. In addition the Legal Ombudsman will generally not consider complaints about events that occurred more than six years ago or three years from when you should have known about the complaint (whichever is the later).

Solicitors Regulation Authority

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

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).