

COMPLAINT POLICY AND PROCEDURE

1 Our complaints policy

1.1 Camerons Solicitors LLP is committed to providing a high-quality legal service to all of our clients. If something has gone wrong, we would like to resolve it with you. This may also help us improve our standards.

2 Our Client Care Partner

2.1 We have appointed a Client Care Partner. At present, this is Michael Stewart, who is the senior partner of the firm. If your complaint concerns work carried out by or under the supervision of Mr Stewart, our managing partner, Philip Ross-Smith, or another person will act as the Client Care Partner in Mr Stewart's place.

3 Our complaints procedure

3.1 You will have received this document because your complaint has not been resolved to your satisfaction with the partner having overall conduct or supervision of your matter.

3.2 Within two days of the Client Care Partner receiving your complaint, we will send you a letter acknowledging receipt of your complaint and we may ask you to provide further details. We will also let you know the name of the person who will be dealing with your complaint. If it seems appropriate at this stage, we might suggest a meeting with you to discuss your complaint.

3.3 We will record your complaint in a central register and open a separate file for your complaint. We will do this within one day of receiving your complaint.

3.4 We will then start to investigate your complaint. This will normally involve the following steps:

- The person dealing with your complaint will ask the partner having conduct or supervision of your matter to comment in writing on the substance of your complaint within four days.
- The person dealing with your complaint will then examine those comments and the information in your file. If necessary, he or she may also speak to the partner in question. This will take up to two days from receiving that partner's reply and related documents.

3.5 The person dealing with your complaint will then write to you summarising the firm's position as it has been understood and will invite you to a meeting to discuss and, hopefully, resolve your complaint. He or she will do this within two days of completing the investigation.

3.6 If you agree to a meeting, the person dealing with your complaint will write to you within two days of the meeting, to confirm what took place at the meeting, and any solutions agreed with you.

3.7 If you do not want a meeting, or even a telephone discussion, or one is not possible, the person dealing with your complaint will decide the matter on the basis of what has been said and /or put in writing, and will send you a detailed reply to your complaint. This will include his or her suggestions for resolving the matter. He or she will do this within five days of completing the investigation.

3.8 At this stage, if you are still not satisfied, you should contact us again. We will then arrange to review our decision. This will happen in one of the following ways:

- Within ten days another partner of the firm may review the decision.
- Within five days, with your agreement, we may ask the Legal Ombudsman, who acts independently, to appoint a local conciliation officer to review your complaint and he or she will aim to assist us and you to resolve outstanding difficulties in an objective and independent manner. We will let you know how long this process might take and what is involved.
- Within five days, with your agreement, we may invite you to agree to independent mediation. We will let you know how long this process might take and the proposed arrangements.

3.9 We will let you know the result of the review within five days of the end of the review. We will write to you confirming our final position on your complaint and explaining the reasons behind our position. If you remain unsatisfied with our reviewed decision, you may have the right to contact the Legal Ombudsman (“LeO”) about your complaint. We set out the contact details of the LeO in our engagement letter with you and/or in our terms of business sent to you, and they are repeated in the next section.

4 The Legal Ombudsman

4.1 You have the right to ask the LeO to consider your complaint if (a) you are a natural person or (b) a business which is a micro-enterprise within the meaning of Arts 1 and 2 of the Annex to Commission Recommendation 2003/361/EC (essentially, a small business) or (c) a club or association with annual income after tax of less than £1 million or (d) a trust with an asset value of less than £1 million or (e) a representative or beneficiary of a deceased person who had not made a complaint to the LeO.

4.2 If we have not been able to resolve your complaint within 8 weeks of receiving your complaint, any complaint must be brought to the LeO within 6 months of receiving a final response from us in accordance with this Complaints Procedure, and within 1 year from the date on which the problem occurred or from the date on which you should reasonably have become aware of the problem, whichever date is first. The LeO has discretion to extend any time limit to a fair extent if the LeO considers it fair and reasonable to do so in all the circumstances.

4.3 The LeO can be contacted by post at PO Box 6167, Slough SL1 0EH, or by telephone on 0300 555 0333, or via the internet at www.legalombudsman.org.uk or by email to enquiries@legalcomplaints.org.uk.

5 Solicitors Regulation Authority

If you are a natural person or a client which is a business or charity with a turnover or income of less than £2,000,000 then, if you believe that we have taken or lost your money you may be able to claim money to cover your loss (up to a maximum of £2,000,000) from the Solicitors Regulation Authority Compensation Fund. You will not be eligible to make a claim unless your loss occurred in the course of the normal work of our firm and you have either suffered loss due to dishonesty on our part, or suffered loss and hardship due to a failure by us to account to you for money we have received. You may also bring a complaint if you believe we have broken the standards expected of solicitors. More information can be obtained by writing to Solicitors Regulation Authority, Ipsley Court, Berrington Close, Redditch, B98 0TD, by telephoning 0870 606 2555, or by visiting the SRA’s website at www.sra.org.uk.

6 General

- 6.1 If we need to change any of the timescales set out above, we will let you know and explain why.
- 6.2 All references in this document to “days” are to working days.