



## **Complaints Policy**

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## **Complaints handling policy**

### **Definition of a Complaint**

Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the firm's provision of, or failure to provide, a service.

### **Overview**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided to you then you should inform us immediately so that we can do our best to resolve the problem for you.

### **Raising a service issue / complaint**

In the first instance it may be helpful to contact the individual who is working on your case to discuss any concerns and we will do our best to resolve any issues at this stage.

### **What happens if I don't agree with your views on the complaint?**

If your Handler is unable to provide a satisfactory resolution to your complaint it will then be directed to a Team Leader/Manager to address your complaint within 48 hours.

If your complaint is not resolved at this stage we/you can escalate the complaint to our Managing Partner who will

1. If your complaint is to be received by our Managing Partner, we will send you a letter or email acknowledging receipt of your complaint enclosing a copy of this procedure within three working days of the claim being passed from the Team Leader / Manager to the Managing Partner.
2. The Managing Partner will then review your file and if available, speak to the member of staff who is acting / acted for you.
3. If your complaint relates to the Managing Partner, and it is not appropriate in the circumstances for him to deal with your complaint, we will ask another senior member of staff to deal with your complaint who will be a qualified Solicitor.
4. You will then be contacted either by telephone, letter or email with our review and suggested next steps within 14 working days of complaint being acknowledged with the Managing Partner.

The Solicitors Regulation Authority can help you 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. You can raise your concerns with the Solicitors Regulation Authority.

## **What happens if I don't agree with your views on the complaint?**

If we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.

Before accepting a complaint for investigation the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

If you are still not satisfied, you may then contact: Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ  
[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
0300 555 0333  
[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Any complaint to the Legal Ombudsman must usually be made:

- within six months of the date of our final written response on your complaint
- and
- No more than six years from the date of act/omission; or
  - No more than three years from when you should reasonably have known there was cause for complaint.

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

## **Summary**

By way of a high level overview, Jigsaw Law will follow the below process in all occasions to ensure a resolution can be agreed at an earliest opportunity before moving onto the next stage.

- 1) Raise the issue directly with the file handler in the first instance
- 2) The Team Leader / Manager will review the complaint
- 3) The Managing Partner will review the complaint
- 4) Legal Ombudsman