

COMPLAINTS POLICY

We are committed to providing a high-quality legal service and high-quality client care. If you are unhappy about any aspect of the service that you have received or about any invoice that we render whilst we are acting for you, please contact the person dealing with the work in the first instance. If that person does not resolve the problem to your satisfaction or you would prefer not to speak to that person, please contact Natalie Burman on 01202 804560 or by e-mail to natalie@genesislegal.co.uk or by post to Genesis Legal, 2 & 3 The Barns, Longham Farm Close, Longham, Ferndown, Dorset, BH22 9DE. We have an established procedure in place which details how we handle complaints as follows:

We will write to you to acknowledge receipt of your complaint enclosing a copy of this policy within 5 working days of our receiving your complaint.

1. We will then investigate your complaint and, if necessary, we will ask you for additional information. Please note that we may be not able to start our investigation until you have provided the information requested.
2. Occasionally it may be appropriate to arrange a meeting with you to discuss your complaint at a mutually convenient time.
3. The outcome of our investigation will usually be provided to you in writing (either by post or email) and we aim to provide you with a substantive response within 30 days of our acknowledgment of your complaint. Sometimes a longer period is required due to unforeseen circumstances, however you will be kept informed.
4. If at this stage you are not satisfied, you should contact us again and we will reconsider your complaint.
5. If we have to change any of the timescales above, we will let you know and provide an explanation.
6. If you are not satisfied with our handling of your complaint, or we have not responded to you, you can ask the Legal Ombudsman at Legal Ombudsman, PO Box 6167, Slough, SL1 0EH or by e-mail to enquiries@legalombudsman.org.uk to consider the complaint. Normally you will need to bring a complaint to the Legal Ombudsman:
 - within 6 months of receiving a final written response from us;
 - within 1 year from the date of the act or omission giving rise to the complaint; or
 - 1 year from the date from when you should reasonably have known there was a cause for complaint.

Please note that if your complaint relates to an invoice which we have rendered to you then the Legal Ombudsman may not deal with your complaint if you have previously applied to the court for assessment of that invoice. For further information, you should contact the Legal Ombudsman helpline on 0300 555 0333 or refer to their website at www.legalombudsman.org.uk.

7. You also have the right to raise your concerns with the Solicitors Regulation Authority (<https://www.sra.org.uk/consumers/problems/report-solicitor>). 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.