

Complaints made in Writing

Please give the following details:

- Your name and address;
- Which member(s) of the Firm you are complaining about;
- The detail of the complaint; and
- What you would like done about it.

Please address your letter to Anna Skurczynska at Open Plan Law, 2 John Street, London, WC1N 2ES. We will, where possible, acknowledge receipt of your complaint within five working days and provide you with details of how your complaint will be dealt with.

Once received, your complaint will be allocated to the Director not subject of the complaint. If your complaint relates to both Directors, and we cannot resolve the complaint between us, we will propose an alternative third party for your approval. The person appointed to investigate will write to you as soon as possible to let you know they have been appointed and that they will reply to your complaint within 14 days. If they find later that they are not going to be able to reply within 14 days you will be informed of a new date for a reply. The substantive reply will set out:

- The nature and scope of the investigation;
- The conclusion on each complaint and the basis for each conclusion; and
- If found that you are justified in your complaint, the proposals for resolving the complaint.

Confidentiality

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosure will be to a Director and to anyone involved in the complaint and its investigation. Such people will include the member or staff who you have complained about, and the person who investigates the complaint. The Solicitors Regulation Authority is entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

Our Policy

We will make a written record of any complaint and retain all documents and correspondence generated by the complaint for a period of six years. As part of our commitment to excellence, we will review any complaints received and plan appropriate steps with the view to improving our services.

What do to if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves or if you are unhappy with the outcome of our investigation. They will look at your complaint independently and it will not affect how we handle your case.

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 within the following time limits:

a) six years from the date of the act/omission;

b) three years from the date that the complainant should reasonably have known there were grounds for complaint (if the act/omission took place before the 6 October 2010 or was more than six years ago); or

c) within six months of the complaint receiving a final response from their lawyer

The Ombudsman can extend the time limit in exceptional circumstances.

You can contact at:

Legal Ombudsman PO Box 6806, Wolverhampton WV1 9WJ

Telephone number: 0300 555 0333 **Email:** enquiries@legalombudsman.org.uk