

## **Complaints Policy**

### **Andrew Isaacs Law Ltd**

#### **1. Purpose and scope**

- Andrew Isaacs Law Ltd (the Firm) is committed to handling complaints professionally, fairly and efficiently. Complaints are treated as opportunities to learn and improve our service and systems.
- This policy applies to all complaints and service concerns raised by clients, prospective clients and (where applicable) other eligible complainants. It explains how to complain, how we will respond, and your rights to escalate to the Legal Ombudsman (LeO) or the Solicitors Regulation Authority (SRA).
- There is no charge for handling a complaint. Raising a complaint will not affect how we handle your matter.

#### **2. What is a complaint?**

- A complaint is any expression of dissatisfaction, oral or written, about the Firm's service, actions or lack of action, by a client, prospective client, or other eligible complainant, which requires a response.
- Not complaints under this policy:
- General feedback on our processes or performance (where the subject matter/seriousness does not constitute a complaint).
- Queries or requests for clarification.
- Requests for technical guidance not arising from a complaint. These will be acknowledged and addressed as appropriate, but are not logged as complaints unless you ask us to or the issue warrants it.

Note: Complaints may be made by a representative acting with your authority.

Anonymous complaints will be recorded and risk-assessed; our ability to investigate and respond may be limited.

#### **3. Responsibilities and first point of contact**

- In the first instance, please raise service concerns with the person handling your case or their supervisor (named in your engagement letter). Many issues can be resolved quickly at this stage.
- If this does not resolve your concerns, or you prefer not to raise them with the case handler/supervisor, you can make a formal complaint to:
- Complaints Lead: Teresa Glynn, Director

- Address: Andrew Isaacs Law Ltd, Unit 7, Atlas Office Park, Balby Carr Bank, Doncaster DN4 5JT
- Email: family@andrewisaacs.co.uk
- Telephone: 01302 349480

Accessibility and reasonable adjustments: We accept complaints by phone, email, post, in person by appointment, or through a representative. If you need adjustments or an alternative format (e.g., large print), please tell us.

#### **4. Our complaints procedure (timelines and stages)**

We aim to complete our process, including any internal review, within eight weeks of receiving your complaint.

- Acknowledgement (within 5 working days)
- We will acknowledge your complaint in writing, confirm our understanding of your concerns, log the complaint with a reference number, and explain next steps and timelines.
- Investigation and response
- Your complaint will be investigated by an appropriate manager who is not directly involved in the matter. A report will be prepared and reviewed by the Complaints Lead, who may also review your file.
- We aim to send you a written response setting out our findings and any proposed resolution as soon as reasonably practicable and no later than eight weeks from receipt of your complaint. Remedies may include an apology, explanation, corrective action, changes to our processes, and/or a gesture of goodwill or compensation where appropriate.
- Internal review (if you remain dissatisfied)
- If you remain dissatisfied with our written response, you may request an internal review, setting out your reasons. The review will be conducted by the Complaints Lead (or another Director if the Complaints Lead handled the investigation).
- We will provide our final written decision promptly and within the overall eight-week period wherever possible. Our final decision will confirm your right to refer to the Legal Ombudsman and the time limits for doing so.

Note: Where a complaint is particularly complex and the eight-week limit cannot reasonably be met, we will write to explain the reason and your right to refer the complaint to the Legal Ombudsman at that point.

#### **5. If we cannot resolve your complaint – Legal Ombudsman (LeO)**

If you are not satisfied with our final response, or we have not provided a final response within eight weeks of receiving your complaint, you may be able to refer your complaint to the Legal Ombudsman, an independent body that investigates complaints about legal services.

- Time limits (current LeO Scheme Rules)
- You must refer your complaint to LeO within six months of the date of our final written response; and
- The act/omission you are complaining about must have occurred within one year of your referral to LeO; or you must have become aware of the issue within one year of your referral.
- LeO may exercise discretion to accept out-of-time complaints in exceptional circumstances.
- Eligibility
- LeO can normally accept complaints from individuals, small businesses and micro-enterprises, charities or trusts below certain size thresholds, personal representatives or beneficiaries of an estate, and some prospective clients. If you are unsure whether you are eligible, please check with LeO.
- Contact details
- Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- Telephone: 0300 555 0333 (9am–5pm)
- Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- Address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Alternative Dispute Resolution (ADR): Alternative complaints bodies (e.g., ProMediate) are competent to deal with complaints about legal services. We do not agree to use ADR schemes in most cases because the Legal Ombudsman is the appropriate avenue for unresolved service complaints.

## **6. Complaints about conduct – Solicitors Regulation Authority (SRA)**

If your concern relates to professional conduct (for example, dishonesty, loss of client money, practising without authorisation, discrimination or serious breaches of the SRA Principles), you may report this to the SRA.

- Website: <https://www.sra.org.uk/consumers/problems/report-solicitor.page>
- Telephone: 0370 606 2555

- Address: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Note: The SRA does not resolve service complaints or disputes about fees. Those are for our internal process and, if eligible, the Legal Ombudsman.

### **7. Complaints about a bill (including Solicitors Act rights)**

- If your complaint relates to our bill, you may have the right to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. Strict time limits apply. If you apply for assessment, the Legal Ombudsman may not be able to consider your complaint about the same bill.
- You can still complain to us about a bill, and we will consider reducing, waiving or amending it where appropriate.

### **8. Recording, monitoring and learning**

- All complaints are recorded in our central Complaints Log. We analyse trends, identify root causes, provide training where needed and implement process improvements to reduce recurrence.
- Summary learning points are shared with relevant teams and overseen by the Executive Sponsor.

### **9. Confidentiality and data protection**

- Complaints are handled confidentially. Personal data will be processed lawfully, fairly and securely in accordance with UK GDPR and our Privacy Policy, and shared only where necessary (e.g., with our regulators/insurers) or required by law.
- Complaint files are stored with restricted access and retained in line with our retention schedule.

### **10. Review of this policy**

- This policy is reviewed periodically, and sooner if required by changes in law, regulation or best practice. The latest version is available on request and can be provided in alternative formats on request.