Stevens Defence LLP - Complaints Policy

Our complaints policy
We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our commitment to clients
We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?
A complaint is when you tell us you are not happy about the service we provide.
It can be about anything and could include

- When we do not deliver the service reasonably expected of us
- When we give you the wrong information or fail to keep you informed
- When you receive a poor quality service
- When you have a problem with a member of staff

How to make a complaint
If you wish to make a complaint you can contact any member of our staff in person or by telephone, email, letter or fax.

We will try to resolve any complaint made in person or over the telephone immediately and to your satisfaction. Even where this is successful, we may still require the issue to be reported to our complaints handling partner, Geoff Bell, in order that we can monitor our service to you, our client.

If your complaint cannot be resolved immediately, it will be passed to Geoff Bell, who will acknowledge your complaint, fully investigate and aim to respond to you within 15 working days. If there is a delay in responding we will keep you informed of our progress.

If you are unhappy with the response, we ask that you let us know and we can arrange to meet with you or, if that is not possible, consider your view further.

If You are Still Unhappy
If you are still unhappy with our response you can contact **the Legal Ombudsman** or, if the complaint is about our behaviour, the **Solicitors Regulation Authority**.

The Ombudsman
The Ombudsman will not normally investigate a complaint unless the internal complaint's procedure has been exhausted.

Details on how to complain to the Ombudsman can be found at www.legalombudsman.org.uk

If you would like to make contact, you can call on **0300 555 0333**, write to

Legal Ombudsman
PX Box6167

Slough

SL1 0EH or email enquiries@legalombudsman.org.uk.

The Solicitor's Regulation Authority

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 contact them here:
Solicitors Regulation Authority,
The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Phone: 0370 606 2555. **Phone lines are usually open 9.00 to 17.00.**

Or visit: www.sra.org.uk

Comments
We are happy to receive any other comments on our service to customers.
Please contact us in any of the ways mentioned above or complete the comments section below.
Alternatively, you can email us from the contact us section of our website.

Comments

We value your instructions and your views. Please pass on below anything you would like to tell us about your experience with us:

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Thank you for taking the trouble to tell us. If you want a response, please complete your details below:

Name……

Address……

Post Code……Email……

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