

## **COMPLAINTS POLICY AND PROCEDURE**

At Raines & Co we are committed to providing the highest quality legal service to all our clients. If you, as a client, are dissatisfied with the serviced you have received or are receiving, you may complain in accordance with the following procedure.

1. First, please contact the lawyer responsible for the supervision of the matter, who will work with you to try to resolve the complaint. If these discussions do not resolve the matter to your satisfaction, please put your complaint in writing to [marke.raines@rainesandco.com](mailto:marke.raines@rainesandco.com).
2. The email should set out as much information as possible regarding the reasons for your complaint, your dissatisfaction with any proposed resolution and your desired outcome from the complaint.
3. We will then investigate your complaint. This will normally involve a full internal review with everyone involved.
4. We will aim to provide our substantive response to you within 14 days of receipt of the formal complaint or, if that is not practicable, our expected reasonable timetable for doing so. At the conclusion of our investigation of your complaint, we will respond in writing.
5. At the conclusion of our investigation you may have the right to complain to the Solicitors Regulation Authority (**SRA**) or the Legal Ombudsman (**LeO**).
6. You may complain to the SRA in relation to the professional conduct of Raines & Co or any of its lawyers or of others acting under their supervision. Further information is available at <https://www.sra.org.uk/consumers/>. You may contact the SRA by telephone (0370 606 2555), by email ([reports@sra.org.uk](mailto:reports@sra.org.uk)) or by post (SRA Report, The Cube, 199 Wharfside Street, Birmingham, B1 1RN).
7. LeO is an independent scheme established to resolve complaints about lawyers in England and Wales. It provides a free complaints resolution service to members of the public, very small businesses, charities and trusts. Not all clients will be eligible to complain to the LeO, with larger businesses generally ineligible. Limitation periods apply. Further information on the LeO and its services are available on its website (<https://www.legalombudsman.org.uk>) or you may contact the LeO by telephone (0300 555 0333), by email ([enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)) or by post (The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ).
8. We will not charge you for handling your complaint.

This policy is issued in accordance with the SRA's Standards and Regulations, 2019.