



LUKE ENGLISH MEDIA LAW LIMITED

COMPLAINTS PROCEDURE

1. We, at Luke English Media Law Limited, are confident of providing a service of high quality in all respects. However, if you have any grounds for dissatisfaction with our work, please raise the matter, in the first instance, with the person responsible, who will investigate it and respond, as soon as practicable.
2. This procedure applies to complaints from:
 - a) clients; or
 - b) prospective clients who allege that refused to provide, services unreasonably (in which case this procedure will be amended as appropriate).
3. A complaint is an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience or other detriment.
4. If, the person responsible cannot resolve the complaint in the first instance, then the Complaints Manger will investigate the complaint. The Complaints Manger will decide initially if the complaint should be not accepted because:
 - a) the act/omission complained of was the subject (or could have been) of a previous complaint, which has been determined; or
 - b) the complaint has not been made in time. To be in time, a complaint must be: in respect of an alleged act or omission that occurred after 5th October 2010, or if before, the date the complainant should first reasonably have known there was cause for complaint should be after that date; and received by us within:
 - i. six (6) years from when the act/omission complained of occurred; or
 - ii. three (3) years from when the complainant should reasonably have known there was cause for complaint; or
 - c) the complaint involves an allegation that substantial loss has been caused by negligence which should more appropriately be pursued through the Pre-Action Protocol for Professional Negligence.

5. If the complaint is out of time under Clause 4(b) above, but the Complaints Manager considers there are exceptional circumstances, they may agree that the complaint will be investigated to the extent that they consider fair.
6. We will not make any charge for investigating or responding to a complaint from those set out in Clause 2 and within the time limit under Clause 4.
7. The Complaints Manager will:
 - a) seek to resolve the complaint informally, if considered appropriate, but if not, or it is unsuccessful, then:
 - b) write to the complainant:
 - i. with a copy of this complaints procedure;
 - ii. stating his position and that he will deal with this complaint initially;
 - iii. summarise his understanding of the complaint; or
 - iv. invite the complainant to clarify the complaint, if misunderstood, or to confirm it is correctly understood;
 - c) investigate the complaint as follows:
 - i. get the documents and examine it;
 - ii. speak to the relevant person responsible on the matters raised in the complaint;
 - iii. if he considers it necessary, or the complainant requests, see the complainant to ensure the Complaints Manager has all of the information needed; and
 - iv. give the decision within 8 weeks from receipt by us of the formal complaint. If further time is required to investigate, the Complaints Manager will write to the complainant giving the altered timetable (which will be such as to complete the task within a reasonable period of time).
8. If the Complaints Manager believes a complaint or partial complaint is upheld, then the Complaints Manager may select a remedy or remedies from the following list:
 - a) a written apology from the firm and an assurance that it will not happen again, and that we will try to do better;
 - b) a reduction in the invoice (whether paid or to be paid);
 - c) a waiver or rebate of the invoice paid in total;
 - d) compensation;
 - e) notification of a right to see another solicitor and obtain advice as to whether we have been negligent.

9. If that does not resolve the problem to your satisfaction within eight (8) weeks, or if for any reason the problem cannot be resolved between us then, in some cases, you may complain to the Legal Ombudsman who can be contacted by telephone on 0300 555 0333, by email to: enquiries@legalombudsman.org.uk or by post to PO Box 6806, Wolverhampton, WV1 9WJ. The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case. As above, normally you will need to bring a complaint to the Legal Ombudsman within:
 - a) six (6) months of receiving a final response from us about your complaint; AND
 - b) No more than six (6) years from the date of act/omission; or
 - c) No more than three (3) years from when you should reasonably have known there was cause for complaint.
10. Not all clients are entitled to complain to the Legal Ombudsman and, whilst you can always take advice from others, we will advise you if you are able to complain to the Legal Ombudsman, should the situation arise.
11. As well as your right to complain about any of our invoice under our complaints procedure, you also have a right under Part III of the Solicitors Act 1974 to ask the court to assess whether the charges in our invoice are reasonable. However, the Legal Ombudsman may not be able to consider a complaint about our invoice, if you have applied to the court for detailed assessment of the invoice.
12. The Solicitors Regulation Authority can help you if you are concerned about our behaviour. You can raise your concerns with the Solicitors Regulation Authority here: <https://www.sra.org.uk/consumers/problems/report-solicitor/>.
13. If you have any suggestions as to how we could do better, we hope you will let us know via email @ info@english-media.com or write to us at: Luke English Media Law Limited, 76 The Grove, Christchurch, Dorset, BH23 2HD.

Luke English Media Law Limited is authorised and regulated by the SRA. Our SRA identification number is 800693.

Luke English Media Law Limited is a limited liability company established under English law registered with No.12496829.