

Complaints Procedure

Holdings Matrix Limited t/a Matrix Solicitors - SRA NO: 630481

Our policy on client services

We are committed to meeting the highest quality standard in the delivery of the services we provide to you. We take any problems that do arise with clients very seriously and aim to ensure that any complaints clients may have are identified quickly and dealt with thoroughly in accordance with this procedure.

Clients with a personal injury claim have the benefit of the overall supervision of your injury case being monitored by Mrs Lynne Macintosh-Jones, head of the Personal Injury Department. Your file will then be progressed by a file handler and their team under the supervision of Mrs Lynne Macintosh-Jones. Clients with a claim for Housing Disrepair have the benefit of the overall supervision of your Housing Disrepair case being monitored by Mr Stephen Erickson, head of the Housing Disrepair Department. Your file will then be progressed by a file handler under the supervision of Mr Stephen Erickson. We will make every effort to ensure that the standard of services provided by the firm meets your expectations. Details of the file handler are included in the engagement letter you will have received.

To whom do you complain?

In the first instance, you may wish to raise any concerns with the file handler. If the matter is not resolved, you will then need to register your complaint which needs to be made in writing for the attention of Mr Nicholas Smith, director.

Mr Nicholas Smith is responsible for ensuring that complaints are handled effectively and in accordance with this procedure.

How do we investigate your complaint?

- Every complaint is acknowledged within seven days and logged centrally within the firm so that we can monitor progress on how it is being handled.
- Our aim is to respond in full within 28 days, but if your complaint is more complex we will require more time, and will let you know when you will receive a full response.
- An independent review of your file will be conducted.

- We hope to enter into a dialogue with you that aims to resolve the issues you raise.
- After full investigation, we will reply to you, usually in writing, and may suggest a meeting.
- We will tell you our views on your complaint and how we propose to resolve it, hopefully to your satisfaction.
- If you are dissatisfied with the outcome, or the way your complaint has been handled, you may write to Mr Nicholas Smith who will make such further investigations as are necessary.
- This may include referral of your complaint through our internal mediation process which will involve one of our trained partner/mediators who will seek to resolve the issues that you raise.
- Mr Nicholas Smith will inform you of the conclusions and any alternative proposals to resolve your complaint, usually within 28 days of this being referred to him.
- If still unresolved at this stage, you may take your complaint to the Legal Ombudsman.

Legal Ombudsman

The Legal Ombudsman is an independent organisation established to deal with complaints against Solicitors. This organisation took over from the Legal Complaints Service in 2010. The SRA is the Solicitors' professional body which has powers and responsibilities to ensure that all Solicitors observe proper standards of behaviour and provide professional services of an adequate standard.

The Legal Ombudsman may:-

- Investigate the quality of professional service supplied by a solicitor to a client
- Investigate allegations that a solicitor has breached rules of professional conduct.
- Express a view on whether a solicitor's charges are fair and responsible.

The Legal Ombudsman will not:-

- Determine whether a solicitor has been negligent.
- Give legal advice or tell a solicitor how to handle a case.
- Review the outcome of a court case.
- investigate a complaint if you haven't already complained to your service provider
- investigate complaints where you are complaining about someone else's service provider
- provide legal advice or represent you in legal proceedings
- recommend service providers

Before it will consider a complaint the Legal Ombudsman generally requires that the firm's internal Complaints Procedure has been exhausted. If it is necessary to involve the Legal Ombudsman, you must do so within six months of receiving a final response to your complaint from Mr Nicholas Smith and no more than six years from the date of the act/omission or no more than three years from when you should reasonably have known there was cause for complaint. If the Legal Ombudsman is satisfied that the firm's proposals for resolving a complaint are reasonable, it may decline to investigate further. The contact details for the Legal Ombudsman are:

- www.legalombudsman.org.uk
- Telephone 0300 555 0333
- The Legal Ombudsman address is: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.