

Complaints Policy

Person/s Responsible
for Procedure:
Managing Partner

Last Review Date:
March 2024

Procedure Document
Code:
CAP-045-CL

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 allow us to try to resolve the problem with you – and also helps us improve the quality of our service.

Our Complaints Procedure

If you have a complaint, write to Elin Pinnell, our Managing Partner, with the details, at Capital Law Ltd, Capital Building, Tyndall Street, Cardiff CF10 4AZ - or by email to e.pinnell@capitallaw.co.uk.

What will happen next?

- 1— We will acknowledge receipt of your complaint within 5 working days, also sending to you a copy of this policy. We will let you know the name of the person dealing with your complaint.
- 2— We will then carry out an investigation. This will normally involve discussing your complaint with the relevant Client Care Partner. They will review the relevant file, speak to the lawyer who acted for you, and also to anyone else who may be relevant.
- 3— We will try, within 21 days of receipt of your complaint, to send you a detailed written reply, including a proposal for resolving it. If we think it will take longer than 21 days to respond we will tell you as soon as we can.
- 4— If you are not satisfied with our response, let us know in writing and we will ask another Partner to review our handling of your complaint.
- 5— We will write to you within 14 days after you ask for a review, confirming our final position on your complaint, and explaining the reasons for our position.
- 6— If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6167, Slough SL1 0EH, or by e-mail to enquiries@legalombudsman.org.uk, or by telephone to 0300 555 0333. You will need to bring a complaint to the Legal Ombudsman within six months of receiving our final written response to your complaint, within one year from the act or omission giving rise to your complaint, or within one year from when you should reasonably have known there was cause for complaint.
- 7— The Solicitors Regulation Authority can help you if you are concerned about our behaviour. You can raise your concerns with the SRA at: <https://www.sra.org.uk/consumers/problems/report-solicitor.page>

If we have to change any of the timescales above, we will let you know and explain why.