

Client Complaints Procedure

Veta Law is committed to providing a proper standard of service to clients, taking into account the individual needs and circumstances of each client, at all times. To ensure the Firm has a full understanding of how we are meeting your needs we would encourage you to contact us if at any stage of your matter you feel you have not received a proper standard of service.

If you have any concerns about the quality of your service, or a formal complaint, please contact us so that we may review this in line with the Firm's 2 stage internal complaints procedure. We have 8 weeks to consider and resolve your complaint, however if this is not resolved, or resolved to your satisfaction, within 8 weeks of you contacting us you may refer this to the Legal Ombudsman.

Stage 1

How to submit a complaint?

In the first instance please raise your concerns with the person responsible for the day-to-day conduct of your matter, providing full details of the key issues and reasons for your complaint. You will have been provided with details within your letter of engagement which you will have received at the outset of your matter.

You can contact us by post, telephone or email.

What will happen next?

We will acknowledge your complaint within 2 working days; a letter of acknowledgement will be sent enclosing a copy of this procedure. Full details of your complaint will also be recorded on the Firm's central complaints register.

A full review will be carried out with a full response provided within 15 working days of the date of acknowledgement.

If your complaint has not been resolved to your satisfaction at this stage you may refer this to the Complaints Officer who will review this as a Stage 2 complaint.

Stage 2

How to submit a complaint?

If you wish to escalate your complaint please contact the Complaints Officer (Managing Partner, Louise Berry) by email or in writing at

louiseberry@vetalaw.com

Southgate 2
321 Wilmslow Road
Cheadle
Cheshire SK8 3PW

What will happen next?

The Complaints Officer will acknowledge your escalated complaint within 2 working days of receipt and update the complaint records to reflect the escalation. A full and independent review will be undertaken with a full and final response provided within 15 working days of the date of Stage 2 acknowledgement.

Note: If at any stage of your complaint there are complex issues likely to impact on the response delivery dates you will be notified in writing with full reasons for the delay, confirmation of next steps and agreed timeframes.

Contacting the Legal Ombudsman

If at the conclusion of your complaint, or within 8 weeks of submitting your complaint, it has not been resolved to your satisfaction you can raise this with the Legal Ombudsman at Legal Ombudsman, PO Box 6167, Slough SL1 0EH or on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

Complaints must be referred to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within one year of the act or omission about which you are complaining occurring (or if outside this period, within one year of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman using the details above.

ADR

Alternative complaints bodies such as Promediate and Small Claims Mediation (www.small-claims-mediation.co.uk) exist which are competent to deal with complaints about legal services should both we and you wish to use such a scheme. We will inform you whether we are willing to agree to use a mediation scheme at the conclusion of your complaint.

Changes to timescales

Any subsequent amendments to any of the timescales listed within this procedure will be confirmed in writing; a full explanation of the reasons for amending will be provided.

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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.

Visit its website you see how you can raise your concerns with the Solicitors Regulation Authority at www.sra.org.uk

Veta Law
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