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# COMPLAINTS POLICY AND PROCEDURE

## The Lauries views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint and to ensure that we continually improve our success in meeting our customer requirements.

## Our policy is:

## To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint

## To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint

## To make sure everyone at The Lauries knows what to do if a complaint is received

## To make sure all complaints are investigated fairly and in a timely way

## To make sure that complaints are, wherever possible, resolved and that relationships are repaired

## To gather information which helps us to improve what we do

**Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Lauries.

A complaint can be received verbally, by phone, by email or in writing.

**This policy does not cover complaints from staff, who should use The Lauries’ Grievance policies.**

**Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

**Responsibility**

Overall responsibility for this policy and its implementation lies with the Chief Executive

**Review**

This policy is reviewed regularly and updated as required.

# COMPLAINTS PROCEDURE

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

**What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to Sharon Stanton who will review your matter file and speak to the member of staff who acted for you.
3. Sharon Stanton will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Sharon Stanton will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Sharon Stanton will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Chair of the Board of Directors to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you can contact the Legal Ombudsman on 0300 555 0333or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

**RELATED POLICIES AND PROCEDURES**

**Grievance Policy**

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