

COMPLAINTS

POLICY AND PROCEDURE

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Our commitment to you

At Underwood Solicitors, we are committed to providing all our clients with a high standard of legal services and client care.

We recognise that, on occasion, things may not go as expected. If you are unhappy with any aspect of the service you have received, we want to hear from you. Your feedback is important to us and helps us identify areas where improvements may be needed, allowing us to maintain and continually improve the quality of our services.

We take all complaints seriously and are committed to dealing with them promptly, fairly and professionally.

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1. Raising a Concern or Complaint

If you have a concern or are unhappy with any aspect of the service provided, we encourage you to raise the matter initially with the person handling your case. They will have the relevant knowledge of your matter and may be able to resolve your concerns promptly.

If your concerns cannot be resolved to your satisfaction by the person handling your matter or their supervising manager, you may make a formal complaint in writing.

Please address your complaint to:

FAO: Practice Manager
Underwood Solicitors
15 Junction Road
Totton
Southampton
Hampshire
SO40 9HG

Please provide as much detail as possible about your concerns, including the reasons for your dissatisfaction and what you would like us to do to resolve the matter.

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2 What happens when we receive your complaint?

Once we receive your written complaint, we will follow the procedure outlined below.

Step 1 – Acknowledgement
We will acknowledge receipt of your complaint within 7 working days of receiving it. We will also provide you with a copy of this Complaints Policy & Procedure so that you understand the process and what to expect.

Step 2 – Investigation
Your complaint will be referred to our Practice Manager, Tammy Cray, who will oversee the investigation.

The investigation will include:

- Reviewing the details of your complaint.
- Reviewing your file and any relevant documentation.
- Speaking with the member or members of staff involved in your matter.
- Considering what steps may be appropriate to resolve your concerns.

Step 3 – Our complaint investigation outcome
Following the investigation, the Practice Manager will provide you with a written response setting out our findings.

We will aim to provide this response within 21 working days of issuing our acknowledgement letter.

Our response will address the issues you have raised and, where appropriate, explain any proposed remedies or steps we can take to put matters right.

3 If you remain dissatisfied

If you are unhappy with our investigation outcome response, please let us know in writing, explaining which aspects of our response you disagree with and why you remain dissatisfied.

We will arrange for your concerns to be reviewed further.

We will provide a further written response within 14 working days of receiving your additional comments. This response will confirm our final position, explain our reasons and set out any further proposals for resolving the complaint.

4 Referring your complaint to the Legal Ombudsman

If we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.

Before accepting a complaint for investigation the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should have realised that there was cause for complaint;
  And
- Within six months of receiving a final response to your complaint.

If you would like more information about the Legal Ombudsman please contact them:

Contact details:
Visit www.legalombudsman.org.uk
Email enquiries@legalombudsman.org.uk
Call 0300 555 0333 between 10am to 4pm.
Legal Ombudsman PO BOX 6167, Slough, SL1 0EH

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5 Timescales

We aim to deal with all complaints as quickly and efficiently as possible.

The timescales outlined in this policy are our intended response periods. If we anticipate that any stage of the process will take longer than expected, we will notify you as soon as possible, explain the reason for the delay and provide an indication of when you can expect a response.

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6 Our commitment to resolving complaints

We understand that raising a complaint can be frustrating, and we want to make the process as straightforward as possible.

We will:

- Treat all complaints seriously and deal with them fairly and objectively.
- Investigate your concerns thoroughly and impartially.
- Keep you informed of progress throughout the process.
- Treat you with courtesy and respect at all times.
- Take appropriate action where improvements or corrective measures are identified.
- Use feedback from complaints to help improve our services and prevent similar issues arising in the future.

Our aim is always to resolve concerns as quickly, fairly and amicably as possible.

Underwood Solicitors

September 2026