

COMPLAINTS POLICY

Baker Small is 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 help us to improve our standards.

Our Complaints Procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. All complaints should be sent to:

Mark Small
Managing Director
Baker Small Solicitors
Exchange House
494 Midsummer Boulevard
Milton Keynes
MK9 2EA

Telephone: 01908 306080
Fax: 01908 255700

What Will Happen Next?

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Mark Small, who will review your matter file and speak to the member of staff who acted for you.
3. Mark Small will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mark Small will write to you to confirm what took place and any solutions he has agreed with you.

5. If you do not want a meeting or it is not possible, Mark Small will send you a detailed written reply to your complaint, including his 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 to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another solicitor outside of the firm 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 Complaints Service (“LCS”) at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE about your complaint. Any complaint to the LCS must usually be made within a reasonable time of your becoming aware of the problem, or within a reasonable time from the end of the matter. The LCS has a Complaints Acceptance Policy which sets out the timeframes in which they would expect you to raise any complaint with them. For further information, you should contact the LCS on 0845 608 6565 or refer to www.legalcomplaints.org.uk.
9. If we have to change any of the timescales above, we will let you know and explain why.

JUNE 2010