

# Clients complaints policy

V&T solicitors 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. Call our firm's client care director, Xiaolin Ma at 0161 828 4250 or email [xiaolin@vtsolicitors.co.uk](mailto:xiaolin@vtsolicitors.co.uk).

## 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 director, Xiaolin Ma, who will review your matter file and speak to the member of staff who acted for you.
3. Xiaolin 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, Xiaolin 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, Xiaolin 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 director 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 also can complain solicitor with SRA, you must always try complaining to your solicitor or firm first. In most cases you will not be able to take your complaint further—whether to the Legal Ombudsman or to

SRA—if you have not already done so. Please find further guidance on How to complain with SRA. <https://www.sra.org.uk/consumers/problems/report-solicitor/>

9. If you are still not satisfied, you can then contact the Legal Ombudsman at. Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ or email them [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or call them General Enquires Team: 0300 555 033 Calling from overseas:+ 44 121 245 3050

Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at <https://www.legalombudsman.org.uk/>

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