Complaints Policy

We are 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 improve our standards.

If you have a complaint, contact us with the details.

What will happen next?

1 We will send you a letter acknowledging your complaint. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 3 working days of us receiving your complaint.

2 We will record your complaint in our central register and open a separate file for your complaint.

3 We will then start to investigate your complaint. This will normally involve the following steps:

- We will pass your complaint to the supervisor of the person at the centre of the complaint, or the Senior Partner and he or she will endeavour to contact you by telephone to ask you to confirm and explain the details of the complaint.
- He or she will provide an initial reply to your complaint within 28 days of the acknowledgement letter.

4 He or she will endeavour to resolve your complaint within the initial reply but if you are not satisfied with the response you are invited to attend a meeting at Bott and Co's office to discuss and hopefully resolve your complaint.

5 Within 21 days of the meeting the supervisor or the Senior Partner will write to you confirming what took place and provide a final reply to your complaint.

6 If you do not want a meeting or it is not possible, the supervisor or the Senior Partner will send you a final reply to your complaint. This will include his or her suggestions for resolving the matter. The supervisor or the Senior Partner will do this within 28 days of your request for a final reply.

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

If you are still not satisfied with the final reply to your complaint, you can contact the Legal Ombudsman at P O Box 6167, Slough, SL1 0EH.

Further information is available from the Legal Ombudsman on 0300 555 0333 or enquiries at www.legalombudsman.org.uk

Complaints about the use of personal data

If you have concerns about how Bott and Co Solicitors processes, stores or uses your personal information, you have the right to make a data protection complaint.

You can submit your complaint by emailing info@bottonline.co.uk or by writing to our Data Protection Officer at:

Bott and Co Solicitors
St Annes Parade Parsonage Green
St Ann's House
Wilmslow
SK9 1HG

We will acknowledge receipt of your complaint within 30 days.

We will investigate your concerns, making appropriate enquiries where necessary, and keep you informed of progress. We will communicate the outcome of our investigation without undue delay.

If you are unhappy with how we have handled your complaint, you can raise your concerns with the Information Commissioner's Office (ICO).

Further information is available at https://ico.org.uk/concerns/ or by contacting the ICO directly.