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Policy statement

## Complaints Policy

Invicta Law is committed to providing a quality service for our clients, working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, and in particular by responding positively to complaints, and by putting mistakes right.

We hope that you will never have reason to complain about our service to you or a bill of costs that we send to you. However, if something does go wrong or the bill appears to be incorrect, please bring it to our attention as soon as you can. We will try to resolve the matter fairly and quickly. We will apologise if need be and do our best to offer a practical solution. For the purposes of this policy we define a complaint as an “Expression of Dissatisfaction”.

### Who to Contact

1. The relationship with your lawyer is built on trust and openness. You should be able to talk to your lawyer frankly about all sorts of things so that some complaints (and these are likely to be minor issues) might lend themselves to be resolved by a simple phone call with your lawyer. However, if you are not comfortable speaking to your lawyer about the problem then speak to either their Head of Group or manager. Their details will have been given to you at the beginning of the matter. This will give them an opportunity to put things right.
2. If you do not feel that the matter has been resolved satisfactorily or if you wish to raise the matter more formally please contact the Director of Compliance at:

Invicta Law Ltd  
29 Priory Gate  
Union Street  
Maidstone  
ME14 1PT

Email: [james.pigott@invicta.law](mailto:james.pigott@invicta.law)  
Telephone: 03000 416577

3. We much prefer that substantial or complicated complaints are dealt with in writing - we do not have any set forms that we use for this purpose. However, if you would prefer, a telephone call will do, during which we will make a note of the issues and then send that to you for comment. This document will then form the basis of the complaint.

We would like to assure you that raising any complaint or concern will not negatively impact on the way in which we deal with you or your case.

### Formal Complaints Procedure

After you have contacted the Director of Compliance:

1. You can expect your complaint to be acknowledged within 2 working days of receipt.
2. Your complaint will then be investigated by a senior employee who will normally

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review the file and speak to the lawyers concerned.

3. If appropriate, we may invite you to a meeting to discuss your complaint. If we suggest such a meeting, we will contact you to arrange this within 10 working days of you making your complaint.
4. After such a meeting we will contact you in writing detailing what was discussed and what was agreed.
5. If a meeting is not held for any reason we will contact you if we need any further information after considering your complaint. We will then send you a detailed written response to your complaint within 15 working days of sending you our initial acknowledgement, setting out any solutions proposed for resolving the matter.
6. We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex than others and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, when a full reply can be expected and from whom.

As you would expect you will not be charged for any time spent by us in dealing with your complaint.

### **What do to if we cannot resolve your complaint**

#### **The Legal Ombudsman**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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:

- Within six months of receiving a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you are not satisfied with the outcome of our complaints process, then you may have the option of complaining to the Legal Ombudsman [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

If you would like more information about this service, including the time limits for taking a case to them and whether they are able to deal with the complaint for you please contact the Legal Ombudsman directly. Its contact details are:

The Legal Ombudsman  
PO Box 6806  
Wolverhampton

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WV1 9WJ

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Telephone: [03005 550333](tel:03005550333)

Alternative complaints bodies such as ProMediate exist which are competent to deal with complaints about legal services should both you and our business agree to use such a scheme.

Given the nature of our work and the need to ensure confidentiality is maintained at all times we do not, at the present time, agree to use any scheme other than the formal process provided by the Legal Ombudsman and/or the Solicitors Regulation Authority

### **Solicitors Regulation Authority**

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the [Solicitors Regulation Authority](#).

Their contact details are:

Solicitors Regulation Authority  
The Cube  
199 Wharfside Street  
Birmingham  
BR1 1RN

Telephone: 0370 606 2555 / +44 (0)121 329 6800