



Complaints Policy

Policy statement

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”.

We are committed to transparency around our complaints’ procedure; therefore you are entitled to see this document on request.

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 our Risk and Compliance Lawyer, Stacy Williams, who has overall responsibility for dealing with complaints, at:

Invicta Law Ltd
1 Abbey Wood Road
Kings Hill
West Malling
Kent ME19 4YT

Email: stacy.williams@invicta.law
Telephone: 01622 392131

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.

Formal Complaints Procedure

After you have contacted our Risk and Compliance Lawyer:

1. You can expect your complaint to be acknowledged within 2 working days of receipt.
2. Your complaint will then be investigated by our Risk and Compliance Lawyer who will normally 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.
7. Any details of complaints and subsequent outcomes are recorded centrally in a complaints register, which helps us to progress matters and to continually improve our level of service.

We aim to identify the root cause of any problems, and correct any unsatisfactory procedures if issues are found.

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

The Legal Ombudsman

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.

If you choose to do so, you must take your complaint to the Legal Ombudsman:

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

And

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

If you would like more information about this service 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 6167
Slough
SL1 0EH

Email: enquiries@legalombudsman.org.uk
Telephone: [03005 550333](tel:03005550333)

Solicitors Regulation Authority

The Solicitors Regulation Authority can help if you are concerned about our behaviour, which could include things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or any other characteristic. If you have this type of concern, please visit their website to see how you can raise your concern at <https://www.sra.org.uk/consumers/problems/report-solicitor/>