

**This is the procedure Minihan McAlister uses to handle complaints made by our clients about our services. You have the right to complain about our service or our fees, and this procedure applies to both equally.**

### ***Our Policy on Complaints***

We try at all times to supply the legal services you have asked us to provide to a high standard, consistent with our terms of engagement and to the best of our ability. There may be occasions when you believe that we have failed to do this and that you have grounds for a complaint. Even where this happens, we hope that you will be able to resolve the complaint in discussion with the solicitor with whom you have been dealing. Where this is not possible, the remainder of this complaints procedure comes into effect.

### ***Our Complaints Procedure***

Please write to Samantha McAlister detailing your complaint. We take complaints seriously and will attempt to resolve a complaint with you as soon as reasonably possible. Samantha McAlister will oversee your complaint; save in circumstances where the complaint is made about Samantha McAlister, in which case it will be Jayne Minihan. This is to ensure that an independent investigation is carried out.

We will aim to ensure that you receive acknowledgement of your complaint within 5 days, together with details of the likely timescale for dealing with it. Your complaint will be recorded in our central register and discussed with you and with the solicitor concerned. The timescale for resolving the complaint will depend upon the nature of the complaint, but we aim to provide you with an initial substantive response within 14 days of receipt of your complaint. You will be kept informed about the progress of the investigation of your complaint and who is dealing with it throughout.

You may believe that we have been negligent, in which case the matter may be placed in the hands of our insurers and they will dictate the way in which we respond.

### ***Meetings***

It may be appropriate to have a meeting with you to hear the detail of your complaint or to ask you to detail your complaint in writing. This will be a decision taken by us having regard to the nature of the complaint and in consultation with you. If a meeting does take place, we will write to you to confirm the outcome of the meeting.

### ***Remedies***

If we believe that the complaint is well founded, we will discuss with you the remedies that may be appropriate. These may include writing off time incurred, reduction or cancellation of outstanding bills or a refund of fees that you have already paid us. If your complaint relates to fees billed to you, you may be able to call for a remuneration certificate or an assessment. Detailed information on these procedures is available on request.

### ***Mediation***

If we do not believe that your complaint is well founded, we will nonetheless be willing to discuss it further with you. It may also be appropriate, even in such a case, for there to be independent mediation about your complaint. This will depend upon the nature of your complaint and whether we believe, on a reasonable and fair basis, that mediation will help to resolve our differences.

### ***Legal Ombudsman***

You have the right, at any time, to take a complaint to the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint. For further information you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Please note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits.

### ***Commitment to Fairness***

We will at all times seek to operate this complaints procedure fairly, giving due consideration to your complaint, but also making sure that our actions are judged in a fair and objective light. In litigation or tribunal matters it is impossible to guarantee the outcome of any trial or other hearing and, while there may be real grounds for complaint against us, decisions of judges, arbitrators or other decision making bodies are not within our control.

### ***Confidentiality***

We will respect any request you make for your complaint to be handled in confidence.