

COMPLAINTS HANDLING POLICY

Lilac Law is fully committed to always providing an excellent level of service.

We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to our charges, we need you to tell us. Client care and meeting our clients' expectations is paramount to our ethos, and we can only continue to achieve with feedback, whether positive or negative.

How do I make a complaint?

You can contact us in writing by letter, email or telephone.

In the first instance, you can contact the Lilac Lawyer handling your matter. If, however, you do not feel able to discuss your concerns with them, or you have spoken with the Lilac Lawyer and you feel as though your complaint has not been resolved, then please contact Lisa Neary, who is our designated complaints partner. Her email address is Lisa.Neary@Lilac-Law.co.uk

Alternatively, you can write to her at;

Lilac Law Ltd
Suite 2, Fourth Floor
One Derby Square
Liverpool
L2 9QR

To help us understand your complaint, and in order that we do not miss anything, please tell us:

- Your full name and contact details.
- What you think we have got wrong.
- How you would like your complaint to be resolved; and
- Your file reference number (if you have it).

If you require any help in making your complaint, please let us know and we will endeavour to assist.

What will happen next?

1. Within two working days of receiving your complaint, your complaint will be recorded in our complaints register.
2. We will write to you within 5 working days acknowledging your complaint, enclosing a copy of this policy. Within this letter, we shall provide you with the name and contact details of the person dealing with your complaint
3. We shall then begin investigating your complaint, which shall include a full review of your file, including a review of all documentation relevant to the matter. We shall also speak with the Lilac Lawyer who is dealing with your matter for their comments in respect of the complaint and

we shall also contact anyone else who may have had any dealings with the matter at Lilac Law. We may also need further information from you and if this is the case, we shall write to you requesting that information within a specific time period.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone. We will keep you updated as to the progress of your complaint.

4. Once we have fully reviewed the matter and have all the relevant information we need, we shall write to you with our detailed response to your complaint, setting out our thoughts and any further actions or steps required. This letter will usually be sent to you within 21 days of Lilac Law being notified of the complaint. If for any reason we are unable to respond to you within this timeframe, we will update you accordingly.

5. If you feel as though your complaint has not been fully resolved after we have taken the above steps, please let us know and please include any further information that you think may be helpful to us. If a further review is conducted this will be done either by the complaints partner reviewing their own decision, or another senior member of the firm as a further independent review of your complaint

6. If a further review is taken, we shall inform you of our decision within 14 days of you requesting a further review. Again, we shall send you a letter with our detailed response to your complaint, setting out our further thoughts and also any further action required.

7. If we have not resolved your complaint within eight weeks, you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain categories (you can find out more from the Legal Ombudsman).

The Legal Ombudsman's contact details are:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Telephone - 0300 555 0333

Email - enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint, or within one year of the act or omission you are complaining about, or within one year of when you should reasonably have been aware of it.

Complaining to the Solicitors Regulation Authority

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority: <https://www.sra.org.uk/consumers/problems/report-solicitor/>

What will it cost?

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. This is explained in our Terms of Business.