



Complaints Handling Policy

A **complaint** means an oral or written expression of dissatisfaction with Tees which:

- a) alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience, or other detriment **and**
- b) is covered by Chapter 2 (Who can complain about what) of the 1 April 2023 Legal Ombudsman Scheme Rules [LeO Scheme Rules \(April 2023\)](#) and
- c) is not a professional misconduct complaint.

We are committed to providing a high-quality legal service to all our clients. However, we recognise that despite best endeavours, occasionally problems do occur. If you are unhappy about any aspect of the service you have received, we hope you will tell us about it. This will help us to continuously improve our client care.

In the first instance, it would be helpful to contact the person who is working on your case, or their supervisor, or head of department to discuss your concerns and they will do their best to resolve your complaint as early as possible.

If you do not feel able to raise your concerns with the people dealing with your case and their supervisor, and/or you remain dissatisfied with their response, please contact **Elaine Walsh**, Director of Risk & Compliance who has oversight of the firm's complaints. The Risk & Compliance team will then investigate the matter and their contact details are: riskandcompliance@teeslaw.com.

When contacting us about your complaint, please set out the following so that we can understand your complaint better:

- i) your full name and contact details
- ii) what you think we got wrong or could have done better, and
- iii) how you would like your complaint to be resolved.

Once your complaint reaches the final stage of investigation with the Risk & Compliance team, we will:

1. Acknowledge receipt of your complaint within one week.
2. Investigate your complaint and respond within 28 working days of our complaint acknowledgement. Occasionally we will need longer to respond to your complaint but if that is the case, we will let you know. In accordance with our professional obligations, we have a total of 8 weeks to resolve your complaint.
3. If, having followed the above steps, you remain dissatisfied, you can ask the Legal Ombudsman (LeO) to consider your complaint. Before they accept a complaint for investigation, they will check that you have tried to resolve it with us first. Complaints to the Legal Ombudsman must be made within 6 months of our final response to your complaint, and you must refer your complaint to the Legal Ombudsman no later than one year from the act or omission about which you complain OR one year from when you should reasonably have known there was cause for complaint. Their contact details are as follows:

Address - Legal Ombudsman, PO Box 6167, Slough SL1 0EH Email - enquiries@legalombudsman.org.uk Tel - 0300 555 0333 Website - www.legalombudsman.org.uk

Professional Misconduct Complaints

Stanley Tee LLP, trading as Tees, is regulated by the Solicitors Regulation Authority (SRA), which handles complaints relating to professional misconduct (including breach of a regulatory obligation). If you have any concerns about our behaviour, you can raise these with the SRA whose contact details are as follows: Address – Solicitors Regulation Authority, The Cube, Wharfside Street, Birmingham, B1 1RN Email - contactcentre@sra.org.uk Tel - 0370 606 2555 Website - www.sra.org.uk