

## **Solomon Taylor & Shaw LLP – Complaint Handling Policy 30<sup>th</sup> July 2025**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you an email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Declan O'Brien, who will review your matter file and speak to the member of staff who acted for you.
3. Declan O'Brien will then invite you to a teams meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgment letter.
4. Within three days of the meeting, Declan O'Brien will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Declan O'Brien will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgment letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner at the firm to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman, PO Box 6167, Slough SL1 0EH about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)) not later than 1 year from the date of the act or omission being complained about or 1 year from the date when the complainant (ie you) should have realised that there was a cause for 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).

If we have to change any of the timescales above, we will let you know and explain why.