

Berkson Family Law

CLIENT CARE

Berkson Family Law are committed to providing a high-quality legal service to all our clients. However, if at any point you become unhappy or concerned about the service, we have provided you should inform us immediately so we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues.

If you feel that this is not appropriate, or you would prefer to raise it with someone else then please do email a.schofield@berksonglobe.com or send in writing to Berkson Family Law Solicitors, Granite Building, 6 Stanley Street, Liverpool, L1 6AF.

We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will deal with your complaint. You can expect to receive our letter within two days of us receiving your complaint.

We will record your complaint in our central register. We will do this within a day of receiving your complaint.

We will then start to investigate your complaint. This will normally involve the following steps: -

- We will pass your complaint to Adele Schofield, our Client Care Manager within five days. If the complaint is made by the Client Care Manager's own client, the complaint will be passed to Hazel Roberts. She will then ask the member of staff who acted for you to reply to your complaint within ten days.
- She will then examine their reply and the information in your complaint file. If necessary, she may also speak to them. This will take up to ten days from receiving their reply and the file.
- Adele Schofield or Hazel Roberts will then respond in writing to your complaint. You will receive a response within eight weeks of Berkson Family law acknowledging your complaint.

If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. Their details are as follows: -

LEGAL OMBUDSMAN

Address: PO BOX 6167, Slough, SL1 0EH

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

Your right to complain includes the right to complain about your bill.

Alternative complaints bodies such as The Ombudsman Service (<https://www.ombudsman-services.org>) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do not, however, agree to adopt an ADR process.

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What to do if you are unhappy with our behaviour

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