

Berkson Family Law Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. If at any point you become unhappy or concerned about the service we have provided, please tell us. This will help us to address your concerns and improve our standards of service.

How do I make a complaint?

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

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 do not feel able to discuss your concerns with them, please contact:

Carole Pattinson

Practice Director

Berkson Family Law Solicitors

Granite Building, 6 Stanley Street, Liverpool, L1 6AF

Email: c.pattinson@berksonglobe.com

Please set out the details of your complaint, including what you feel has gone wrong and what you would like us to do to resolve the matter.

What will happen next?

Acknowledgement

We will acknowledge your complaint in writing within **two days** of receiving it. We will confirm the name of the person who will investigate your complaint.

Recording the Complaint

Your complaint will be recorded in our central complaints register. We review complaints regularly to identify any improvements required to our procedures, training or service delivery

Investigation

Adele Schofield, Director and Client Care Manager will usually investigate your complaint. If the complaint relates to her work, Hazel Roberts, Director will investigate.

The investigation will normally involve:

- Reviewing your complaint and your file
- Speaking with the member of staff involved
- Considering any relevant correspondence or documents

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We aim to provide you with a **full written response within 20 working days** of receiving your complaint. If we need more time, we will inform you and explain why.

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If You Remain Dissatisfied

If you are not satisfied with our response, you may request a review within **10 working days** of receiving it. The review may involve:

- A further review by another Director of the firm, or
- Consideration of alternative dispute resolution (ADR), if appropriate.

We will notify you of the outcome of any review in writing.

Legal Ombudsman

If you remain dissatisfied after our final response, you have the right to refer your complaint to the Legal Ombudsman, an independent body established under the Legal Services Act to deal with complaints about legal services.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

within six months of receiving our final response to your complaint.

And

no more than one year from the date of the act or omission being complained about; or

no more than one year from the date when you should reasonably have known there was cause for complaint.

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

Alternative dispute resolution (ADR) bodies exist which are competent to deal with complaints about legal services. However, we do not agree to use an ADR scheme.

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.

Please visit its website for information on how to raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).

What will it cost?

We will not charge you for handling your complaint.