
BOND SOLICITORS

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Level 33,
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Complaints Handling Procedure

Our Policy

Bond Solicitors is 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.

Our complaints handling procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. Our complaint handling officer is Mr. Adrian Bond, who can be contacted on 020 7305 7311 and/or at adrian.bond@bondsolicitors.com. Alternatively, you may wish to send a letter to our Canary Wharf office at Level 33, 25 Canada Square, London, E14 5LQ.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 5 days of your raising your concerns, enclosing a copy of this procedure.
2. On the basis that we receive a fully detailed complaint form from you, we will then investigate your complaint. This will normally involve passing your complaint to our complaint handling officer, Mr. Adrian Bond, who will review your matter file and speak to the relevant staff.
3. Mr. Adrian Bond will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter and a complaint form which requires detailed completion so that further stages below can take place.
4. Within 3 days of the meeting, Mr. Adrian Bond 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, Mr. Adrian Bond will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments.

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Depending on the matter we may at this stage arrange for our Principal, Monica Bond, 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 at PO Box 6808, Wolverhampton, WV1 8WJ or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.
9. A client may be entitled to apply for an assessment of a bill sent by us under Part III of the Solicitors Act 1974. Please note that the Legal Ombudsman may not consider a complaint about a bill if a client has applied to the court for assessment of that bill. In addition, complaints and redress mechanisms are provided by the Solicitors Regulation Authority. See www.sra.org.uk for more details.

Are there any alternatives to the Legal Ombudsman?

Alternative complaints bodies exist which are competent to deal with complaints about legal services in circumstances where both you and JMW agree to use such a scheme. Details of these bodies can be found at the European Commission's online dispute resolution website: <http://ec.europa.eu/odr>. However, in our experience the Legal Ombudsman's scheme is the most suitable to deal with any complaints about legal services.

Summary

We are committed to effective complaints handling and will always try our best to promptly resolve any outstanding issues and put things right. At all times we will keep you updated and if we have to change any of the timescales above, we will let you know and explain why.

Any queries of concerns regarding this procedure or complaints generally should be sent to adrian.bond@bondsolicitors.com.