

KNIFE WOODHOUSE-SMITH

145–147 High Street, Chalfont St Peter, Buckinghamshire SL9 9QL

Client Complaints Policy

Our commitment

Knife Woodhouse-Smith is committed to providing a high quality legal service to all our clients. If something goes wrong, we want you to tell us. It helps us put things right for you, and it helps us improve.

How to complain

If you have a concern that has not been resolved by the person handling your case or their supervising partner, please contact us as soon as you become aware of the problem.

Our client care partner is Brian Knife. You can contact him:

- By post at Knife Woodhouse-Smith, 145–147 High Street, Chalfont St Peter, Buckinghamshire SL9 9QL
- By email at info@knipewoodhouse.com
- By telephone on 01753 887877

If your complaint is about Brian Knife, it will be reviewed by our partner Peter Chong instead.

Making a complaint will not affect how we handle your case.

What happens next

1. We will acknowledge your complaint in writing within five days of receiving it, and enclose a copy of this policy.
2. We will then investigate. This normally means the client care partner reviewing your file and speaking to the member of staff who acted for you.
3. We may invite you to a meeting to discuss your complaint and, we hope, resolve it. We will do this within 14 days of sending the acknowledgement.
4. Within three days of any meeting, we will write to confirm what was discussed and anything we have agreed.
5. If you would prefer not to meet, or a meeting is not possible, we will send you a detailed written reply, including how we suggest resolving matters, within 21 days of sending the acknowledgement.
6. If you are still not satisfied, contact us again explaining why. We will review your comments, and where appropriate arrange for another partner to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position and our reasons.

If we need to change any of these timescales, we will let you know and explain why.

If we cannot resolve your complaint

The Legal Ombudsman can look at your complaint independently. Doing so will not affect how we handle your case.

Before accepting a complaint, the Legal Ombudsman will check that you have tried to resolve it with us first. You must then bring your complaint to them:

- Within six months of receiving our final written response, and
- No more than six years from the date of the act or omission, or no more than three years from when you should reasonably have known there was cause for complaint.

Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

Telephone 0300 555 0333 (9.00 to 17.00) · enquiries@legalombudsman.org.uk · www.legalombudsman.org.uk

If you are concerned about our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour — for example dishonesty, taking or losing your money, or treating you unfairly because of your age, a disability or another characteristic.

Visit www.sra.org.uk to see how to raise your concerns with the Solicitors Regulation Authority.

Knipe Woodhouse-Smith is a partnership. The partners are Brian Knipe and Peter Chong. Authorised and regulated by the Solicitors Regulation Authority, registration number 487314.