



Client care

Star Legal aims to provide the highest standards of service

The SRA define a complaint as an expression of dissatisfaction about the way in which we have carried out, or failed to carry out, our work which requires a response.

Resolving any concerns is part of that service. If you believe our service to you as a client has fallen below these standards, please raise the matter so that it can be properly investigated and the appropriate action taken to resolve it.

Set out below are our procedures for dealing with any concerns. They are published internally and all staff are familiar with them. They apply only to our clients. If you are not a client of the practice, then a different process applies, in accordance with the final paragraph below. Other parties to litigation or other dispute resolution procedures in which one of our clients is a party should usually raise the matter in the relevant proceedings.

First, please raise any concerns with the person responsible for the day-to-day conduct of the matter. We will ask you to provide us with full details of your concerns: normally by telephone or, if you prefer, at a meeting. We will take a careful note of your concerns and will investigate the matter.

We will do all we can to resolve the matter to your satisfaction. If we do not succeed, you may make a complaint which will be referred to the director responsible for client care, Philip Hands.

We will acknowledge your complaint within 3 working days and provide a substantive response as soon as possible, but in any event within eight weeks. We may ask to meet with you if it appears that this may help to resolve your concerns.

Most complaints will be resolved within these procedures, but if you remain dissatisfied your complaint will be referred to the director responsible for client care, Philip Hands.

We will do our best to:

- investigate your concerns thoroughly;
- ensure that any necessary remedial action is taken as quickly as possible;
- keep you informed throughout of the progress and result of our investigation and the action being taken.

We will record on a database the nature of your complaint, our investigation of it and the remedial action taken. You may also wish to make your own written record of events. You may be asked to confirm in writing if the complaint has been satisfactorily resolved.

If after we have done everything we can to resolve matters ourselves, you are still not satisfied, or at any stage if you prefer, you can contact the Legal Ombudsman if you are an individual or represent a small business, charity or trust. Normally, you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint. If you are not sure whether the Legal Ombudsman is able to help you, please contact him at:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Phone: 0300 555 0333

email: enquiries@legalombudsman.org.uk

website: www.legalombudsman.org.uk

Please note that the Legal Ombudsman will normally only investigate a complaint no more than six years from the date of act/omission; or no more than three years from when you should reasonably have known there was cause for complaint.

From 1 April 2023, the time limits for referring a complaint to the Legal Ombudsman will be not later than: one year from the date of the act or omission being complained about; or one year from the date when the complainant should have realised that there was cause for complaint.

Procedure for Non-clients

If you are not a client we will only be able to deal with your complaint if you are alleging that we have acted in breach of the principles or outcomes provided for in the SRA Handbook. We will ask you to specify the alleged breach before we deal with your complaint. Please send your complaint for the attention of Philip Hands. We will tell you as soon as reasonably possible if we consider that we agree there has been a breach and apologise if so. If you are not satisfied, or at any time if you prefer, you may ask the Solicitors Regulation Authority to investigate our conduct.

Solicitors Regulation Authority
199 Wharfeside Street
Birmingham
B1 1RN

0870 606 2555 (inside the UK), 09.00 to 17.00, Monday to Friday

report@sra.org.uk

There are certified providers of Alternative Dispute Resolution (ADR) schemes for disputes of this type. A list of ADR approved bodies can be found at www.tradingstandards.uk. However, as complaints against solicitors can be referred to the Legal Ombudsman should ADR be suggested, we will consider any such proposal in the context of the particular complaint.