



Specialists in Commercial Debt Recovery & Litigation

# Complaints Policy & Procedure

## 1. Complaints Policy

Curran & Co are committed to providing a high quality, legal commercial debt recovery service to all our clients. We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service which we have provided, then you should inform us immediately so that we can do our best to resolve the problem.

A complaint can show us how to do better. If something goes wrong, we want to know about it and put it right as quickly as we can.

In the first instance, it may be helpful to contact the person who is dealing with your case, whose contact details are set out in the complaints procedure detailed below.

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

## 2. Complaints Procedure

1. If you have a complaint, please contact the following person, giving details of your concern:

**Kevin Curran**, Curran & Co Solicitors, Churchill House, Hyssop Close, Cannock, Staffordshire, WS11 7FU.

Telephone: 01543 624051

Email: [kcurran@curranandcompany.co.uk](mailto:kcurran@curranandcompany.co.uk)

2. We will acknowledge receipt of your complaint by letter or email within 2 working days of receiving it and we will also send you a copy of this policy and procedure for your reference.

3. Within 2 working days of forwarding to you a copy of this policy and procedure, we will invite you to a meeting, or to discuss the issues by telephone.

4. We will confirm the outcome of any meeting or telephone discussion with you and provide you with our written response within two working days of any such meeting or discussion taking place.

5. If no meeting or telephone conversation for any reason is possible or required, we will forward to you our written response to your complaint within 2 working days of forwarding a copy of this policy and procedure to you.

6. If it is found that there is an issue or problem, we will propose a solution and if necessary, discuss with you how matters can be put right. We will also review our internal procedures to try to prevent the same issue arising again.

7. If we have to change any of the timescales in respect of this procedure, we will inform you and explain why.

8. If there is a professional negligence issue, we are under an obligation to report this to our insurers. How matters are dealt with after that may be subject to our insurer's discretion.

9. We confirm that our clients will never be charged the cost of looking into and handling any complaint.

### **What to do if we cannot resolve your complaint?**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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 as follows:

Within 6 months of receiving a final response from us to your complaint **and**

No more than six years from the date of the act or omission complained of: **or**

No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

### **Contact details**

Visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9:00 to 17:00

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

### **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.

Visit the Solicitors Regulation Authority's website if necessary to see how you can raise your concerns at [www.sra.org.uk/consumers/problems/report-solicitor](http://www.sra.org.uk/consumers/problems/report-solicitor)

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