RL LAW LTD

COMPLAINTS POLICY

RL Law Ltd ("RL Law") is committed to providing a high-quality service to every client. If at any point you become unhappy or concerned about the service we have provided, or about anything else connected with our relationship with you, we want to hear about it. This policy explains how to raise a concern with us, what you can expect from us in response, and what to do if you remain unhappy with the outcome.

This policy is given to you at the outset of your matter as part of our client care information and is available at any time on request. A current copy is also published on our website.

1. Our commitment

We regularly review our working practices and procedures to ensure that we provide a high standard of service and comply with the rules and standards set by the Solicitors Regulation Authority ("SRA").

Making a complaint will not affect how we handle your matter and it will not affect the quality of service you receive from us.

2. How to complain

Step 1: Speak to the person handling your matter

In the first instance please raise your concern with the fee earner or team member dealing with your matter. Many concerns can be resolved quickly and informally at this stage.

Step 2: Ask for a formal review

If you remain unhappy, or you would prefer to raise the matter formally from the outset, please write to the person responsible for your matter or, if that is not appropriate, or your complaint is of a more general nature, to our Complaints Manager:

Complaints Manager	Rich Robinson
Email	complaints@revo.legal
Post	RL Law Ltd, 41 High Street, Wargrave RG10 8BU

Our Complaints Manager's review is the final stage of our internal complaints procedure. If your complaint raises a concern about the professional conduct of the solicitor you are also free to raise this with the SRA.

If your complaint concerns the person who would otherwise handle it then please let us know and we will arrange for it to be looked at by someone else instead.

Please give us as much detail as you can including the nature of your concern, relevant dates, and the outcome you are hoping for. This helps us investigate quickly and fairly.

3. What happens next

1. **Acknowledgement.** We will acknowledge your complaint within 2 working days of receiving it and enclose a copy of this policy if you do not already have one.
2. **Investigation.** We will review your file and make any further enquiries within the firm that may be necessary.
3. **Our response.** We will formally respond to your complaint as soon as practicable and in any event within 8 weeks of our acknowledgement. Our response will usually be in writing and we may suggest a meeting.

4. If you remain unhappy — the Legal Ombudsman

If you are not satisfied with our response, or if eight weeks have passed since you first told us about your complaint and it has not been resolved, you may be able to ask the Legal Ombudsman to look into your matter. The Legal Ombudsman is an independent and impartial body for members of the public who wish to complain about a solicitor. It operates within a framework set by the SRA and generally expects our internal complaints procedure to have been exhausted before it will get involved.

The Legal Ombudsman expects complaints to be made to them within one year of the date or act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman can look at the quality of service we have provided and whether our charges were reasonable, and can refer conduct issues to the SRA. It cannot decide complicated questions of fact or law, give legal advice, or review the outcome of a court case.

Website	www.legalombudsman.org.uk
Telephone	0300 555 0333
Email	enquiries@legalombudsman.org.uk
Post	PO Box 6167, Slough SL1 0EH.

Concerns about a bill

If your complaint concerns our invoice and remains unresolved, you may also be entitled to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. You should be aware that you will usually be responsible for the costs of that assessment if the bill is not reduced as a result.

5. Recording and reviewing complaints

We keep a central record of complaints received so that we can identify and address any recurring issues and continue to improve our service.