

**CENPRO LEGAL LIMITED**  
**CLIENT COMPLAINTS PROCEDURE**  
**Issue date: November 2018**

In line with the Solicitors' Regulation Authority Code of Conduct and the firm's client care policy, all clients are at the commencement of their matter with the firm issued with Cenpro Legal Limited's Terms and Conditions of Business which highlight the firm's complaints procedure. The following procedure lays out the process to follow if you are unhappy or dissatisfied with the service you have received or the way in which your matter has been handled.

**What is a complaint?**

Complaints would normally be defined as any expression of dissatisfaction to which you require a response.

**Complaints Procedure**

1. Please contact in the first instance the person dealing with your matter. Their details can be found in the engagement letter sent to you when you first instructed Cenpro Legal Limited. Please state the nature of your complaint including the following details:
  - a. the matter number (if known)
  - b. the specific problem
  - c. the proposed action required

If your complaint is not in writing, there may be a delay in our being able to reply to you, as we will seek to clarify our understanding of any verbal discussions by writing to you.

2. Within 7 days of the receipt of your complaint an acknowledgement letter will be issued to you, confirming that your complaint has been received and is currently being investigated. The letter will also indicate a time frame for a more detailed reply.
3. Depending on the circumstances, your complaint may be investigated by:
  - a. the person dealing with your matter
  - b. another legal adviser of Cenpro Legal Limited
4. You may also be contacted at this stage for any further details which Cenpro Legal Limited believe are necessary to resolve the matter.
5. Once we are satisfied that the matter has been fully investigated, we will respond to you with the outcome of that investigation. We will do so within 21 days of our letter of acknowledgement. If the matter is unduly complicated or contains a large volume of papers, we may with your written agreement, seek to extend this time limit. This will only arise in exceptional circumstances.

6. If you are still unhappy or feel dissatisfied with the outcome of the investigation, please contact the Complaints Officer, Michael Knibbs, within 14 days of the outcome of the complaint, who will undertake a further investigation regarding the complaint and write to you with his findings. If the complaint was in respect of Michael Knibbs, then another legal adviser of Cenpro Legal Limited will carry out the further investigation in the time frame detailed above.

### **Complaints about your bill**

Our procedure includes any complaints you have about your bill. Please note that notwithstanding your complaint, if all or part of a bill remains unpaid we may charge interest in accordance with our Terms and Conditions of Business.

### **Time Constraints**

We will not be able to investigate complaints about service issues which occurred more than 12 months prior to the date when you first raised your complaint.

### **External action**

If you are a member of the public, or a very small business, charity, club and trust, you may contact the Legal Ombudsman about your concerns by email to [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or telephone on 0300 555 0333 or by post to PO Box 6806, Wolverhampton WV1 9WJ. They will not generally accept a complaint from you unless you have raised the complaint with us and you have not received a substantive response within 8 weeks of contacting us. Normally you will need to bring a complaint to the attention of the Legal Ombudsman within 12 months of becoming aware of a problem and within 6 months of receiving a final written response from us about your complaint.

In some circumstances you may be entitled to have your charges assessed by the court. There are strict time limits for doing so and you may have to pay court costs. The Senior Courts Costs Office website has information about court assessment of your bill. Details are at <http://www.justice.gov.uk/courts/rcj-rolls-building/senior-courts-costs-office> where there is more information. The Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for an assessment of it.

Alternatively you can contact ProMediate, an independent mediation service specialising in Alternative Dispute Resolution\* in relation to legal matters. Contact details:

Website: [www.promediate.co.uk](http://www.promediate.co.uk)  
Email: [enquiries@promediate.co.uk](mailto:enquiries@promediate.co.uk)  
Telephone: 07824 704826 or 01928732455

We would request that you exhaust Cenpro Legal Limited's complaints procedure before contacting any external organisations. Cenpro Legal Limited believes that if we have made a mistake or that our service is not to the standard that is expected, we will endeavour to find a method of resolving those issues as quickly as possible. This will allow us to continue to maintain and improve on our service provision.

\* Alternative Dispute Resolution describes a range of processes that offer the parties an easier, quicker and more cost effective mechanism to resolve complaints when compared to the court process.