

## **Medical Accident Group Complaints Handling Procedure**

### **Our complaints policy**

We are committed to providing a high-quality legal service and to deal with all our clients fairly. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

This procedure is intended for clients of this firm. If you are not a client but wish to make a complaint we will investigate and provide you with a response, however use of this procedure in these circumstances is at our discretion.

### **How do I make a complaint?**

1. You can contact us by:-
  - a. Telephone - 01905 612001
  - b. Email – [complaints@medcialaccidentgroup.co.uk](mailto:complaints@medcialaccidentgroup.co.uk)
  - c. Letter – addressed to 5 Deansway, Worcester, WR1 2JG.  
Our Complaints Partner is Rebecca Austin.
2. To help us to understand your complaint, and in order that we do not miss anything, please tell us:-
  - a. Your full name and contact details
  - b. What you think we have got wrong
  - c. Any evidence you have to support your complaint
  - d. What you hope to achieve as a result of your complaint, and
  - e. Your file reference number (if you have it).

### **What will happen next?**

3. We will send you a letter or email acknowledging receipt of your complaint within three working days of us receiving the complaint, enclosing a copy of this procedure.
4. We will then investigate your complaint. This will normally involve passing your complaint to the relevant partner who is supervising your matter. He/she will review your complaint and your file and speak to the person who dealt with your matter. We may need to ask you for further information or for further documents. If so, we will ask you to provide the information within a specific period of time. If the complaint involves the supervising partner, he/she will refer it to another partner and will confirm who will deal with it.
5. We will write to you by letter or email at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 28 days of the date of our letter or email of acknowledgement.

6. If we have to change any of the timescales above, we will let you know and explain why
7. The Legal Ombudsman allows us 8 weeks to try to reach a resolution to your complaint.

#### **What if I am not satisfied with the outcome?**

8. If you are not satisfied with our response to your complaint you can contact the Legal Ombudsman to look at your complaint. You can contact the Legal Ombudsman by post, telephone or email:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ  
Telephone: 0300 555 0333  
E-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
For minicom call 0300 555 1777

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the Legal Ombudsman's website [www.legalombudsman.co.uk](http://www.legalombudsman.co.uk).

#### **What will it cost?**

9. We will not charge you for handling your complaint
10. Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding
11. The Legal Ombudsman service is free of charge

#### **Solicitors Regulation Authority**

If you think a solicitor might be dishonest or you have concerns about their ethics or integrity, you also have the right to notify our regulator, the Solicitors Regulation Authority (SRA). There are no time limits for making a report but there are limits on what the SRA will consider. Please note that the SRA is not able to deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman). For further information about the SRA's role, please contact the SRA or visit: <https://www.sra.org.uk/consumers/problems/report-solicitor.page#report>