



Lux Mediation

Complaints Procedure and Policy

A high-quality legal service will always be provided to clients. Should a concern or problem arise, it is in the best interest of all involved to resolve these at the earliest opportunity. So, if something goes wrong or at any point you become unhappy or concerned about the service, then you should inform Mr Lux immediately so that he can do his best to resolve the problem. This helps the standards and service delivery to all clients to be continually improved.

If you are unable to resolve matters in this way, then please follow the steps set out in this policy in order for all matters to be addressed.

You will not be charged for any time spent dealing with your complaint.

What will happen next?

1. Your complaint will be acknowledged within 3 days of receiving your complaint, in writing or via the telephone. You will be asked to confirm or explain the details set out. Any verbal conversations will be confirmed in writing.
2. Your complaint will be investigated fully before you receive a response. This will normally involve the following steps:
 - a. More information may be requested from you, to allow your concerns to be better addressed. This will happen within 3 days of receiving the initial complaint; and/or
 - b. As part of this process, it may be appropriate to discuss matters with you further, so that it is clear that we have understood your concerns fully or if the resolution of your complaint can be made more efficient by using this route; and
 - c. Within 7 days of completing the investigation, you will be sent a detailed reply to your complaint. This will include suggestions for the resolution of the matter.
3. Once you've considered the reply, if you are still not satisfied you should get back in contact. A review of the decision and suggestion for resolution will be arranged, with an independent barrister or solicitor. This will be completed within 14 days.
4. We will advise the result of the review within 5 days of the end of the review. At this time, we will write to with confirmation of the final position on your complaint, along with the reasons. You will also be provided with the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint (see below).

If any of the timescales above need to be altered, you will be informed and provided with the reason for the change. In any event the entire complaints process will not take longer than 8 weeks.

A record of your complaint, of all of the steps taken in responding to your complaint and the outcome of the complaint will be kept; along with all copies of correspondence, including



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electronic mail, and all other documents generated in response to the complaint. These records and copies will be kept for 6 years from the date of the resolution of the complaint.

If you are still not happy with the result

If you feel the complaint has not been resolved to a satisfactory standard then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint first. If so, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint; and
- 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.

If you would like more information about the Legal Ombudsman please contact them on the following:

Web: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

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

Frequently Asked Questions concerning the Legal Ombudsman can be found here:

<https://www.legalombudsman.org.uk/information-centre/faqs/>

Regulatory matters

Whilst the Legal Ombudsman will look independently at complaints about service, if you believe there have been any breaches of the rules governing barristers, then you can ask the Bar Standards Board to investigate. You can find out more information, including how to report your concerns

here: <https://www.barstandardsboard.org.uk/for-the-public/reporting-concerns.html#Reporting%20a%20concenn>

Alternative dispute resolution

Alternative complaints bodies, such as *Promediate* (<http://www.promediate.co.uk/>) exist which are competent to deal with complaints about legal services should we both wish to use such a scheme. We agree to use Promediate.