



28b Thingwall Road, Irby, Wirral, CH61 3UE
Telephone number: 0151 665 0320

Cook Legal Ltd ('CLL') - Complaints procedure

Introduction

At CLL we are committed to offering our clients a committed and professional service. We acknowledge however, that on occasions issues might arise that cause concern. In these circumstances, we will work with you to ensure all that we do all that we can to resolve those concerns. That is the purpose of this procedure.

If you have any issues about the way that your case is being handled, you should raise these initially with the person dealing with the case. Problems often arise as a result of misunderstandings, or in some cases, such as delay, this might be due to the fault of another party to your case, or other factors beyond our control. All of our fee earners are experienced at trying to resolve these problems constructively.

If you are not satisfied with this response, then you should contact our complaints handling officer, Robert Cook, via post at the address above or at rc@cook-legal.co.uk

Stage 1

Robert Cook is the Managing Director of CLL.

You should speak to him by telephone, or in writing, and set out details of your concerns. He will acknowledge your correspondence within 2 working days and then investigate the complaint and let you have a response in writing within **14 days**. He may contact you during this time to clarify issues that might arise. At the end of this time, he will contact you and advise you of the outcome of the complaint.

Stage 2

If you remain dissatisfied with the outcome you can escalate the complaint by asking Robert Cook to initiate Stage 3 by referring the matter to an independent solicitor whose details will be provided at the relevant time.

Stage 3

An independent solicitor will undertake a full review of the issues that you have raised, including the handling of your complaint. You will be contacted to clarify any matters as necessary. You will be provided with a response within **14 days** of your request for a review.

In almost all cases, we will be able to resolve your concerns by following this process; however, if you are not satisfied with the outcome you can then refer the complaint to:

Legal Ombudsman PO Box 6167 Slough SL1 0EH

enquiries@legalombudsmnan.org.uk

[0300 555 0333](tel:03005550333)

Any referral to the Ombudsman must be made within one year the date of the act or omission being complained about; or one year from the date when the complainant should have realised that there was cause for complaint. It must also be made within 6 months of the final response to any complaint brought within this procedure.

Complaining to the Solicitors Regulation Authority (SRA)

The SRA can assist if you are concerned by our behaviour and can be contacted as follows:

In writing at: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham B1 1RN

On their website: <https://www.sra.org.uk/consumers/problems/report-solicitor/>

Via email: report@sra.org.uk

By telephone: [0370 606 2555](tel:03706062555)