

# Complaints procedure

Norton & Co. Law Limited is committed to providing a high-quality service to all our clients. In order to do this we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service we provide
- the behaviour of our staff
- any action or lack of action by staff affecting the proper handling of your case.

Our complaints policy does not cover:

- matters that have already been fully investigated through this complaints procedure
- anonymous complaints
- complaints about access to information where procedures and remedies are set out in legislation, eg Freedom of Information Act, Data Protection Act.

## **Our standards for handling complaints**

- we treat all complaints seriously, whether they are made by letter or by email
- you will be treated with courtesy and fairness at all times - we would hope, too, that you will be courteous and fair in your dealings with our staff at all times
- we will treat your complaint in confidence
- we will deal with your complaint promptly - we will acknowledge receipt of a written complaint within 10 working days and we will send you a full reply within 30 working days of receipt
- if we cannot send a full reply within 30 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full

## **Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998.

## **How to complain**

You can make a complaint using or e-mail address of [enquiries@norton-law.co.uk](mailto:enquiries@norton-law.co.uk) or by post to us at:

Norton & Co. Law Limited  
499 Warrington Road  
Rainhill  
Merseyside  
L35 0LR

We have a 2-stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with our procedure.

## **The stages of the complaints procedure**

### **Stage 1**

This is the first opportunity for us to resolve a client's complainant and the majority of complaints will be resolved at this stage. In the first instance, we will try to get your complaint resolved by the Director of the area or team against whom the complaint has been made. Upon receipt of your complaint we will contact the relevant Director and ask them to deal with your complaint.

### **Stage 2**

If you are dissatisfied with this response you may request a review by the Director of the relevant team or unit. Your request should be sent using our e-mail address referred to above or by post using the address given above.

## **Timescales for handling a complaint**

Stage 1 - maximum 30 working days

- acknowledgement within 5 working days
- full response within 25 working days

Stage 2 - maximum 30 working days

- acknowledgement within 5 working days
- full response within 25 working days

## **Extending time limits**

We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case, we will keep the complainant informed of progress with the investigation, the reasons for the delay, and the new deadline.

Following any stage of the procedure, a complainant has a maximum of 28 days from the date of the final response to request that their complaint be progressed to the next stage.

## **If you remain dissatisfied**

If having followed the 2 stages of our complaints procedure you still remain dissatisfied, you can ask to have your complaint reviewed externally by someone who does not work for the Cabinet Office.

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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

- Within six months of receiving our final response to your complaint
- and
- No more than one year from the date of the act or omission being complained about; or
  - No more than one year from the date when you should reasonably have known that there was cause for complaint.

For more information contact the Legal Ombudsman at the following address or using their on-line contact form.

Legal Ombudsman,  
PO Box 6167,  
Slough,  
SL1 0EH

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).