

# **WNS LEGAL ASSISTANCE LLP**

## **Client Care Policy**

We are committed to providing a high quality legal service to all of our clients. If something does go wrong, we need you to tell us about it. This will help us to improve our standards.

### **Our Client Care Procedure**

If you have a complaint, please feel free to discuss it with the person handling your matter directly. If you feel unable to do so, or if this has not resolved your complaint, then please contact Ian Lomax, our Compliance Officer for Legal Practice and Head of Legal at Adamson House, Towers Business Park, Wilmslow Road, Didsbury, M20 2YY or via e-mail at [Ian.Lomax@wnsla.co.uk](mailto:Ian.Lomax@wnsla.co.uk).

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

1. We will send you a letter acknowledging your complaint and perhaps we may need to ask you to confirm or explain the details of it to us. We will give you the name of the person who will be dealing with your complaint. We will send this letter to you within 5 working days of receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint usually on the day that we receive it.
3. We will then start to investigate your complaint. This may involve our interviewing the member of staff who acted for you. We may need some time to do this (for example, if they are on leave) and we will try to give you an estimate of the time this will take if it is longer than 10 working days. We will need to consider the papers and any response from our member of staff.
4. At the end of this time, if convenient to our offices, we may ask you to meet with one of our members of staff to discuss and hopefully resolve your complaint. Alternatively, they may telephone you to discuss the matter with you personally.
5. If there is a meeting or telephone discussion, we will write a letter to you within 5 working days of it confirming what was agreed.
6. If you do not want a meeting or it is not possible or necessary, we will write to you with a detailed reply to your complaint. This will include any suggestions that we have to resolve the matter.
7. If for whatever reason, you are still not satisfied, you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways:  
  
We will review our decision within one week.  
  
An alternative person may be asked to review the complaint. This will be done within 2 weeks.
8. We will let you know the result of the review within 5 working days of the end of the review. At that time, we shall write to you confirming our final position on your complaint and explaining our reasons.
9. You could also seek to resolve your complaint using what is known as Alternative Dispute Resolution (also known as ADR). Several complaints bodies such as ProMediate

<http://www.promediate.co.uk> exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. If we agree to use such a scheme we will inform you when notifying you of our final response to your complaint.

10. Because you are a consumer rather than a business, we are required, by law, to notify you of your rights to complain to the Legal Ombudsman about our service.

The Ombudsman would generally expect clients to follow WNS Legal Assistance LLP's internal complaints procedure first. You can find further information about the Ombudsman on the website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

If you wish to make a complaint to the Legal Ombudsman, their website provides details on how to raise your complaint <https://www.legalombudsman.org.uk/how-to-complain/>. You can write to the Ombudsman at Legal Ombudsman, PO Box 6167, Slough, SL1 0EH or by email on [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or by calling 0300 555 0333.

If you wish to raise a complaint to the Ombudsman then you should not delay in bringing it to their attention once our complaints process has concluded as there are some time limits on when this must be done. For example:

- You must take your complaint to the Legal Ombudsman within six months of the date of our final written response to your complaint.

And

- From 1<sup>st</sup> April 2023, the Legal Ombudsman also expects complaints to be made to them within 1 year of the date of the act or omission about which you are concerned (prior to 1<sup>st</sup> April 2023: 6 years) or within 1 year of you realising there was a concern (prior to 1<sup>st</sup> April 2023: 3 years)

Please note that the Legal Ombudsman are there to deal with concerns about the level of service received. Where there are more serious concerns that a Solicitor or a Solicitor's firm have been involved in professional misconduct then reports can also be made to the Solicitors Regulation Authority, the regulator of Solicitors and Solicitors' firms. Obviously, we do not anticipate any such problems arising and would ask that you notify Ian Lomax straight away should you have any such concerns.

In the unlikely event that you have any concerns about dishonesty, our behaviour or believe that a Solicitor or our firm may have breached any Solicitors Regulation Authority principles, you are entitled to contact the Solicitors Regulation Authority and report this, details can be found using the link below:

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

### **Client Care Records**

We maintain a Client Care file in which we record the following all correspondence in relation to your concerns and any other relevant documents plus notes of telephone conversations made.