

# FunTech Complaints Procedure

## Complaints Handling Policy

### Our complaints policy

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

If you have a complaint, please contact us and provide us with any relevant information. We have up to 28 days to consider and try and resolve your complaint.

If more time is required due to possible investigations that need to be carried out, we will write to you informing you of this and will provide you with an estimated date of completion.

If we have not resolved it within this time you may complain to the Legal Ombudsman.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the member of staff who acted for you.
3. Our Designated Senior Member of Staff Sheineez Barber will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Sheineez Barber will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Sheineez Barber will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review his/her own decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If Sheineez Barber is unavailable, our Deputy Member of Staff (Mamta Chauhan) or Nominated Member of Staff (Phil Barber) will be available to act on her behalf.

#### Designated Senior Member of Staff

**Sheineez Barber**

01628 621216 Ext. 209

shen@funtech.co.uk

#### Deputy Member of Staff

**Mamta Chauhan**

01628 621216 Ext. 202

mamta@funtech.co.uk

#### Nominated Member of Staff

**Phil Barber**

01628 621216 Ext. 218

phil@funtech.co.uk