



Complaints Procedure

We hope very much that our clients will never have any cause to complain about Progression, our staff or the work that we do for you. However, if you do feel that you have cause for complaint, we will do our best to resolve your dissatisfaction in a courteous and constructive way and to address the issue promptly and efficiently.

Your complaint may be about the standard of the work that we do for you, the service that you receive from us or, you may complain about an invoice that you receive from us.

Some complaints are by their nature more serious than others so while we will take all expressions of dissatisfaction or complaint seriously, if the complaint or expression of dissatisfaction is less serious in nature for example, mis-spellings in correspondence or omission of enclosures, this will be treated in such a way that all members of staff concerned are aware of the failing or omission and/or training is implemented in order to prevent the problem from recurring. In such cases, the fee earner or Director will make sure that everyone concerned with the file is aware of the complaint and that all reasonable steps are taken to avoid a recurrence.

If this does not resolve matters to your satisfaction or, if your complaint is more serious or, if you prefer not to speak to the fee earner or Director involved you should contact Pamela Horobin at 11 Queen Street Ulverston Cumbria LA12 7AF or pamela@progressionsolicitors.com or telephone her on 01229 580956. She is the Complaints Director and has responsibility for dealing with any formal complaints made against Progression. If your complaint is about her it will be dealt with by another director. You may make a complaint verbally or by post or by email although it is easier for us to understand your complaint and to respond fully if you put your complaint in writing.

The Complaints Director will respond with a written acknowledgement of your complaint within 7 working days of receiving it and will confirm that the matter has been referred to her. The letter will;

1. Set out our understanding of your complaint
2. Tell you how we will investigate your complaint

We will ask you to confirm in writing that you agree with our understanding of your complaint and you are welcome to clarify what your complaint is about if necessary. If a period of time is required to investigate, for example where the matter is complex or where we need to read a number of documents and files or speak to you or to more than one fee earner or speak to third parties, the letter will tell you how we are going to



investigate and how long we think that it may take to carry out our investigation and reach a conclusion.

As part of the investigation procedure the Complaints Director may telephone you to discuss your complaint or invite you to a meeting to discuss your complaint, if you would like to do this.

When the investigation is complete the Complaints Director will write to you within 7 working days of completing the investigation and will tell you the outcome and what solutions may be appropriate or offered to resolve your dissatisfaction.

If you are unhappy with the outcome of the investigation you can ask for the decision to be reviewed. You must ask for the decision to be reviewed within 7 working days of receiving our written outcome of the investigation. You must provide us with the reasons why you are dissatisfied with or disagree with the results of our investigation and provide any evidence that you have to support your view. We will not review a decision where you simply disagree with our findings without providing any evidence or reasoning for your disagreement.

When we review a decision your original complaint and your reasons for disagreeing with our written outcome will be reviewed by another Director of Progression. He or she will write to you within 7 working days, and will either, tell you the outcome of his or her review or, will give you a timescale within which he or she will respond.

The review will be the final response in our complaints procedure. If you remain unhappy with the decision of the reviewing Director, you will have exhausted our complaints procedure and may make a complaint to the Legal Ombudsman if you wish to do so.

You may make a complaint to the Legal Ombudsman by email to enquiries@legalombudsman.org.uk or by post to PO Box 6806 Wolverhampton WV1 9WJ, or telephone 0300 555 0333. The Legal Ombudsman expects complaints to be made to them within six years of the date of the act or omission that you are complaining about or within 3 years of you realising that you have cause for complaint. You must also refer your complaint to the Legal Ombudsman within 6 months of receiving our final response to your complaint under our complaints procedure.

From 1 April 2023, the time limits within which you may make a complaint to the Legal Ombudsman are changing. After that date the Legal Ombudsman will expect complaints to be made within one year from the date;

1. of the act or omission that you are complaining about, or,
2. when you should have realised that you had cause for complaint



The Legal Ombudsman will still have discretion to accept complaints after these times where the Legal Ombudsman deems it “fair and reasonable” to do so.

If your complaint relates to a breach by us or by any individual employee of the practice of the Solicitors Regulation Authority (SRA) Principles or Codes of Conduct for Solicitors or for Firms you may make a report to the SRA at report@sra.org.uk or by post to The Cube 199 Wharfside Street Birmingham B1 1RN.

If your complaint relates to an invoice for legal work that does not involve court proceedings, you have an additional right to apply to Court for an assessment of our invoice. You must make your application within one month of the delivery of our final invoice.

If there is any disagreement about an invoice that we send you, you must still pay 50% of the invoiced fees or the amount that you do not dispute, whichever is the greater; all of the disbursements and all of the vat on the full amount, within 14 days of receiving the invoice pending the resolution of any complaint you may have about the disputed part of the invoice. If at the end of our complaints procedure we remain of the view that all or some of the invoice is payable by you, we are entitled to seek payment through the civil courts if you do not agree. We are entitled to charge interest on any fees that you have not paid from 14 days after the invoice is issued up to the date of actual payment of the amount that is due whenever that may be and whether payment is made before or after judgement by the Court.

The Legal Ombudsman may not deal with a complaint about an invoice if you have already applied to the Court for an assessment or if we have already begun and/or been successful in civil court proceedings for recovery of the amount invoiced by us.

No charges will be made by us for dealing with complaints.

February 2023