



COMPLAINTS PROCEDURE

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No. 4183245 SRA No. 470875

COMPLAINTS PROCEDURE

1.0 INTRODUCTION

Complaints are taken extremely seriously here at MRN. In the unlikely event that you are not completely satisfied with how you or your case has been dealt with, we recommend you contact Our Head of Client Relations Andrea Killick.

1.1 This complaints procedure will apply to all complaints received by MRN, irrespective of the subject of the complaint or the area of service covered.

1.2 The objective of the procedure is to ensure that all complaints are dealt with in a fair, consistent and thorough manner and where complaints are found to be justified to remedy the situation and as far as practicable resolve the issue to the satisfaction of the client.

1.3 A complaint for the purposes of this Complaints Procedure is an expression of dissatisfaction about the actions or lack of actions by the Company or its staff affecting an individual or firm.

1.4 The procedure shall apply on matters relating to issues where it is alleged that there has been some failure of the Company's procedures.

1.5 The procedure is intended to cover the Company's relationship with those outside the organisation and will not therefore cover complaints from members of staff concerning their employment, which will be dealt within accordance with the Company's employment policies and procedures,

2.0 REGISTERING A COMPLAINT

2.1 Where it is not possible to immediately resolve a complaint and to ensure that all complaints are fully investigated and that there are no misunderstandings as to the circumstances, it is important that all complaints are in writing. Complaints may be received in the form of a letter, or received from a member of staff on behalf of a client. Complaints may also be submitted by e-mail or on-line, via the Company's website.

2.2 Where a complaint is received orally initially, either in person or over the telephone and unless the complaint can be resolved to the satisfaction of the Complainant, the potential complainant will be asked to put the complaint in writing.

2.3 Where it appears to the person receiving an oral complaint that it may be possible to resolve that complaint without the need to take further formal steps, the staff member will take all possible action to attempt to resolve the complaint to the satisfaction of the client. If it is not possible to resolve the complaint in this way, the action in 2.2 above will be followed. If the complaint is resolved without the need for further formal steps, a note to this effect will be sent to the Head of Department and Head of Client Care, giving details of the complaint and the action taken to resolve it.

3.0 ACTION ON RECEIPT OF A COMPLAINT

3.1 On receipt of a complaint in writing, the matter will be referred to the Head of Department responsible for the service concerned. The Head of Department will fully investigate the complaint and compile a report.

3.2 Upon the receipt of a complaint the Head of Department will send an email or letter of acknowledgement to the client and will submit details of the complaint received to the Head of Client Care who will maintain a register of complaints received.

4.0 ACTIONS TO BE TAKEN FOLLOWING REGISTRATION OF A COMPLAINT

4.1 Immediately upon receipt of the complaint the Head of Department will acknowledge in writing that it has been registered and is being investigated. In no circumstances should this acknowledgement be given later than two working days following receipt of the complaint.

4.2 The Head of Department should endeavour to ensure that the investigation is completed and report compiled within ten working days of the registration of the complaint. Where due to the complexity of the matter or other factors beyond the control of the Head of Department it appears that it will not be possible to complete the investigation within this timescale, the Head of Department shall write to the client explaining the circumstances and the reason for the delay.

4.3 From the information obtained, the Head of Department shall determine whether the complaint was justified either in whole or in part and shall decide what action, if any, is required in the circumstances. In exceptional circumstances he/she may carry out further investigation of the matter should it be considered necessary. If this will delay the result of the investigation being given, written notification shall be sent to the client.

5.0 NOTIFICATION TO COMPLAINANT

5.1 The Head of Department shall inform the client of the result of the investigation and any steps to be taken as a result of the report within three working days. If the complaint was received via a member of the staff, the member concerned will also be notified. A copy of the letter to the client shall also be sent to the Head of Client Relations.

5.2 The letter sent to the client at this stage shall contain a paragraph to the effect that if he/she is not satisfied with the outcome of the investigation or with any steps to be taken as a result, then there is a right of appeal to the Managing Director Elliot Mocton who will further investigate the matter. The client will be advised that if he/she wishes to appeal that they should contact the Head of Client Relations who will allocate the complaint to the Managing Director.

6.0 APPEAL TO THE MANAGING DIRECTOR

6.1 The client may, if he/she is dissatisfied with the result of the investigation or any steps proposed as a result, appeal against the decision to the Managing Director.

6.2 Upon receipt of the notification of the appeal, the Director will request the Head of Client Relations to supply a copy of the report on the complaint together with any relevant supporting documentation. At the same time an acknowledgement of the appeal will be sent to the client.

6.3 The Managing Director will consider the papers submitted and determine whether further investigation is required. If the Managing Director decides that further investigation is needed, he will require such further steps to be taken as are considered necessary to complete a further investigation of the complaint.

6.4 On completion of any further investigation, the Managing Director will write to the client to inform him/her whether the appeal has been successful in whole or in part, and of any further steps to be taken as a result of the appeal.

6.5 The letter from the Managing Director will contain a paragraph to the effect that there is no further right of appeal to the Company itself, but giving details of how to resolve matters via the Legal Ombudsman or to lodge a complaint with the SRA.

Legal Ombudsman

PO Box 6806,
Wolverhampton,
WV1 9WJ

Please note that normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us regarding your complaint.

Solicitors Regulation Authority

Ipsley Court,
Berrington Close,
Redditch,
B98 0TD

DX 19114 Redditch

7.0 ACTIONS TO BE TAKEN AT CONCLUSION OF COMPLAINTS PROCESS

7.1 At the conclusion of the complaints process, the Director of Client Relations will send a feedback form to the client. The form will enable the client to state whether he/she considers that the complaint was dealt with satisfactorily and to give any comments on the procedure.

7.2 Details of the responses received will be filed within the client's individual file and the complaints folder.

7.3 For the purposes of this paragraph, the complaints process will be deemed to be concluded either when the appeal to the Director has been completed or, in the case of a complaint that does not proceed to appeal, when the client states that he/she does not intend to pursue the complaint any further, or if no further contact is received, after 28 days from the date of the letter referred to in paragraph 5.1 being sent.