

Complaint Resolution Policy

Version 1

Introduction

At National Accident Law we are dedicated to providing you with exceptional service. However, we understand that there may be times when concerns or complaints arise. We have established this three-tier Complaint Resolution Policy to address and resolve these issues with your best interests in mind.

At the end of this Policy, you will find a list of contact details for your ease of reference.

Tier 1 - Informal Complaint Resolution

Informal complaints typically involve minor issues, misunderstandings, or concerns that can often be resolved through open and constructive communication.

Resolution Strategy

1. We encourage you to begin by discussing the matter directly with the team handling your file, either via MyAccount, telephone, email or by post.
2. Our dedicated Client Resolution Team is also here to listen to your concerns and support you to reach a resolution with the team handling your file.
3. At National Accident Law our goal is to work collaboratively with you to resolve the issue within 10 working days, promoting a positive and satisfying client experience.
4. There may however be some occasions where this can take slightly longer, for example if your complaint is more complex in nature or due to staff absences. In this instance, we recommend that you contact the Client Resolution Team directly if you have not been able to reach a resolution within this time.

Tier 2 - Formal Complaint Resolution

Formal complaints encompass more significant or unresolved matters that require a structured investigation and response.

Resolution Strategy

1. Where possible, please submit your formal complaint in writing either via my account email or post so that we are all clear on the full scope of your complaint.
2. On receipt of your complaint, our dedicated Client Resolution Team will then acknowledge your formal complaint within two working days summarising our understanding of the extent of your complaint and asking for any further issues you would like us to review.
3. Once we receive your response, or after the expiry of 7 days, whichever is sooner, a dedicated Client Resolution Specialist will carefully oversee the investigation into your concerns to ensure fairness and impartiality.
4. We are committed to providing you with a written response within 28 working days from the date of your agreement to our understanding of your complaint, sharing the findings of our Client Resolution Specialist's investigation.
5. This formal written complaint response will also contain a proposal for resolution, designed with your needs in mind.
6. If we do not hear from you within 28 days following your receipt of the formal complaint response, we will consider the matter resolved.

Tier 3 - Formal Complaint Appeal

Formal complaint appeals are an option available for Clients who remain dissatisfied with our formal response to their complaint and who wish to escalate their concerns further.

Resolution Strategy

1. Where possible, please submit your formal complaint appeal in writing either via my account email or post.
2. On receipt of your appeal, our dedicated Client Resolution Team will acknowledge your appeal within two working days summarising our understanding of the basis of your appeal and asking for confirmation that this is correct or confirmation of any other grounds for appeal.
3. Once we receive your response, or after the expiry of 7 days, whichever is sooner, your appeal will be meticulously reviewed by our Client Resolution Manager, offering a senior and impartial perspective.
4. Within 21 days from the date of your agreement of the scope of the complaint, our Client Resolution Manager will provide you with a written response, detailing the findings of the formal complaint appeal investigation.
5. Please understand that this represents our final response on the matter. We will consider the matter resolved if we do not hear from you within 28 days of your receiving the formal complaint appeal response.

Legal Ombudsman

If your complaint is still unresolved, you can then contact the Legal Ombudsman.

They will independently review your complaint. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first.

From the 1st of April 2023, the Legal Ombudsman expects complaints to be made to them;

- Within one year of the date of the act or omission about which you are concerned or,
- Within one year of you realising there was a concern.
- You must also refer your concerns within six months of our final response to you.

Please rest assured that if your claim is ongoing with us, we will continue to process your claim throughout this process.

The Solicitors Regulation Authority

If you are concerned with the quality of our advice or any issues regarding our professional conduct, then you can raise these directly with the Solicitors Regulation Authority.

However, they will not deal with any service level complaints as these are the sole responsibility of the Legal Ombudsman.

Online Dispute Resolution Platform

An alternative complaint body such as: The European Online Dispute Resolution Platform is available here: <https://ec.europa.eu/consumers/odr/main/index>.

Our email address for this purpose is resolutionteam@national-accident-law.co.uk.

They are competent to deal with complaints about legal services in the event that both you and our firm wish to use such a scheme.

We do not agree to use the European Online Dispute Resolution Platform. Our email address for this purpose is resolutionteam@national-accident-law.co.uk.

Contact Details

Client Resolution Team

Email:

resolutionteam@national-accident-law.co.uk

Post:

Client Resolution Team
National Accident Law
Bevan House,
Kettering Parkway,
Kettering,
Northamptonshire,
NN15 6XR

Legal Ombudsman

Post: PO Box 6167, Slough, SL1 0EH

Telephone: 0300 555 0333

Overseas callers may telephone on +44 121 245 3050.

Minicom users should contact 0300 555 1777.

Email: enquiries@legalombudsman.org.uk.

Website: www.legalombudsman.org.uk.

Conclusion

At National Accident Law, we place great importance on addressing your concerns with empathy and understanding. We are committed to putting things right when they go wrong, and we encourage you to follow our structured complaint resolution process, with the assurance that your satisfaction is our top priority we put our clients at the heart of everything we do.

Your feedback is vital for us to continually improve and enhance our services. We are dedicated to ensuring that your experience with us is not only legally sound but also positive and Client-Focused.