

RATHBONE TRUST LEGAL SERVICES LIMITED

COMPLAINTS

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the director of Rathbone Trust Legal Services who is working on, or supervising, your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, our complaints handling procedure is set out below. Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority (for example, on their website at www.sra.org.uk/consumers/problems/report-solicitor.page).

What do to if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:-

- Within six months of receiving a final response to your complaint; and
- Either (a) no more than six years from the date of act/omission or (b) no more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them. Their contact details are as follows:-

Visit: www.legalombudsman.org.uk; Call: 0300 555 0333 between 9am to 5pm.; Email: enquiries@legalombudsman.org.uk; Post: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

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COMPLAINTS HANDLING PROCEDURE

We are committed to providing a high-quality service to our clients. This includes a commitment to putting things right when they go wrong. This document explains how we will deal with any complaint that is referred to us. Your complaint might concern the way in which you have been dealt with, the quality of advice you have received or any invoice that you have received.

Raising Your Concerns

Should you have any concerns about the way in which your work is handled or any bill that you have received, please contact the director of Rathbone Trust Legal Services Ltd. ultimately responsible for your matters who will investigate your concerns and respond to you in a timely manner.

Should you still have cause for dissatisfaction, you should write to our CEO, Bruce Newbigging, giving full particulars of the matter. You can contact him by post at our London office address or by e-mail at bruce.newbigging@rathbones.com. It is preferable that you do put your concerns into writing, but if you would prefer not to, or if you would find it difficult to do so, he can be contacted by telephone at 020 7399 0000.

To explain to you how long this process might take we have included our target times for each stage of the process. Where, for any reason, it is not possible to observe any of these limits we will let you know and explain why.

What will happen next?

- 1 On receipt of your complaint our CEO will send you a letter acknowledging your complaint and might invite you to a meeting to discuss your concerns. We will open a file for your complaint in our system and our CEO will examine the file that we have on the work that we have been doing for you. We would look to acknowledge your complaint within two days of receiving it and will complete our initial examination within two weeks.
- 2 We might then invite you to a meeting or we will write to you to ask for further information. Alternatively we might write to you setting out our views on the situation and suggesting any redress that we would feel to be appropriate. We will aim to write to you with our views and any suggestions within seven days of completing our investigations.
- 3 Where we feel that we have failed in our standards we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
- 4 If, by this stage, you are still not satisfied, please let us know. It would be helpful to us if you could do so within the next 21 days but there is no obligation on you to do so. We will then arrange to review our decision. We would generally aim to do this within ten days of hearing from you. We will usually do this by asking another

director in this firm to review the file that we have on your complaint and see if they agree with our response.

5 We will let you know the result of the review within seven days of the end of the review and will do so by writing to you to confirm our final position on your complaint and explaining our reasons.

6 The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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Thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this firm.

Our primary objective is to put things right.