

## **Complaints procedure**

This procedure applies if you have a complaint about Quality Solicitors Organisation Limited. QualitySolicitors firms are independently owned and managed, operating under the QualitySolicitors Brand. If you have a complaint about a QualitySolicitors firm, or legal advice received, you should contact the firm direct, who will advise you of their firm's own complaints procedure.

QualitySolicitors is a trading name of Quality Solicitors Organisation Limited, which is regulated by the Financial Conduct Authority in respect of regulated claims management activities, (ref 838843) in the following sectors:

- Personal Injury
- Housing disrepair
- Employment matters
- Criminal injuries compensation

Its registration is recorded on the website <https://register.fca.org.uk/>.

### **Who will deal with my complaint?**

QualitySolicitors' Authorised Officer, who has authority to deal with complaints is;

Victoria Browning

Grant Hall, Parsons Green, St Ives, Cambridgeshire, PE27 4AA

[victoriabrowning@qualitysolicitors.com](mailto:victoriabrowning@qualitysolicitors.com)

01480 409 180

### **How can I make a complaint?**

Complaints in respect of claims management services that we have provided can be made in writing, by email, by telephone or in any other form as regulated under the Compensation Act 2006.

### **What will happen next?**

We will acknowledge receipt of the complaint in writing or by email within five business days of receipt.

### **How will my complaint be investigated?**

Wherever possible, the complaint will be investigated by the Authorised Officer, or a person with the authority to settle complaints, who has not been directly involved in the matter which is the subject of the complaint.

Within four weeks of receiving your complaint, we will send you either;

a) a final response, or

b) a response which explains why we are not yet in a position to provide a final response, giving reasons for any delay and timescales for when we anticipate being able to do so.

**Will I receive compensation?**

Where redress is considered appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible, although this redress may not necessarily be financial.

**What if I am still not satisfied?**

If you are unhappy with our response, or your complaint is not resolved eight weeks after we receive it, you can refer the complaint to be looked at independently by the Financial Ombudsman Service, free of charge.

If you wish to refer your complaint to the Financial Ombudsman this must be done within six months of our final response to your complaint. If you fail to refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

The Financial Ombudsman can be contacted directly in one of the following ways;

Visit the website at <https://www.financial-ombudsman.org.uk/>

Call the helpline on 0800 023 4567

**Other complaints**

If you wish to make a complaint about a matter which is not covered by the rules above, please contact the Authorised Officer who would be happy to assist you.

Please note, however, that QualitySolicitors reserve the right to decline to consider a complaint that is made more than six months after you become aware of the cause of the complaint. However, the Authorised Officer can waive this requirement at her discretion.