



## **Our Complaints Procedure**

We want you to receive the highest possible standard of service at all times. Sometimes things can go wrong or misunderstandings arise and we need you to tell us about this. We will investigate all complaints or expressions of dissatisfaction as it is important that you understand what has happened as well as it helping us to improve the service we offer to all clients, including you.

In the first instance we would always ask you to contact the person dealing with your matter to give them the opportunity to clarify the situation. If you have been unable to resolve the issue with the person dealing with your matter, or you would rather speak directly to a director, a complaint can be raised in any way but we would ask that you confirm the complaint in writing to:

Compliance Officer for Legal Practice  
OTB Legal Ltd  
Creative House  
Unit 1, Chase Park  
Daleside Road  
Nottingham  
NG2 4GT

Email: [hello@otb.legal](mailto:hello@otb.legal)

We find that the more details you provide at this stage, including any important background information, the more fully we can respond to your concerns.

## **Acknowledging your complaint**

On receipt of your complaint, an acknowledgement letter will ordinarily be issued within five business days. This letter will include the following information:

1. The name of the person investigating the complaint. This will usually be the Compliance Officer for Legal Practice unless they are involved in the complaint in some way.
2. As appropriate, we may write to you requesting further information if we feel this will assist our investigation.

## **Investigating your complaint**

We will promptly and thoroughly investigate all complaints. The investigation will be carried out by the Compliance Officer for Legal Practice, unless they have had direct involvement in the subject matter giving rise to the complaint, in which case it will be another suitably experienced person at Director level.

The timescales we aim to achieve are as follows:

1. Within two weeks of receiving your complaint we will either:
  - a. Send you our final response after completing our investigation; or
  - b. Send you a holding letter explaining why we are not in a position to resolve your complaint and advising when we will make further contact.
2. On concluding our investigation, we will write to you to explain:
  - a. The outcome of our investigation; and
  - b. The nature and terms of any offer of an apology or compensation; or
  - c. Reasons for not making an offer.
  - d. Any further remedies which may be available to you; and
  - e. Invite you to a meeting to discuss the matter further if you wish.

If we have not heard from you within two weeks of our response we shall assume that the complaint has been resolved to your satisfaction.

### **Your rights if you are not satisfied with our response to your complaint**

If we have been unable to settle your complaint using our internal complaints procedure, you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, who deals with legal services complaints.

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 our final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

You can refer to the Legal Ombudsman by post, email or telephone as follows:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ  
Tel: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)