

FEEDBACK POLICY (CONCERNS & COMPLAINTS)

1. Introduction

Pathfinder Legal Services Ltd ('the firm') is committed to providing high quality legal services and client care at all times. We value the feedback of our clients, as it is essential to help us improve the services we provide. At the conclusion of each transaction or matter, it is our practice to invite clients to complete a Client Satisfaction Questionnaire and return it to us. Additionally, we send annual feedback from the firm's shareholder clients by way of a different Client Satisfaction Questionnaire. We therefore welcome all client comments to ensure we continuously improve our service delivery.

2. Purpose

As required by The Solicitors Regulation Authority, the firm has a policy for dealing with concerns/complaints and compliments from clients. We try to resolve as many concerns as possible within the organisation to stop concerns escalating to the Legal Ombudsman Service and preserve the goodwill of the client; even if things have gone wrong.

No doubt some concerns will be well founded. We all make mistakes, and we will be honest and candid when a mistake has been made. Concerns must be dealt with sympathetically and quickly; our reputation depends on this.

3. Complaints/Concerns Procedure

If you are dissatisfied with our services or any advice provided, or would like to discuss or challenge a bill at any time, please put your concern in writing and send to feedback@pathfinderlegal.co.uk

Your concern will be forwarded to the relevant fee earner who has conduct of the matter and their respective direct Line Manager for consideration. Please set out as clearly as you can the nature of your concern and how it has arisen. Please ensure your letter quotes the correct Pathfinder Legal Services reference.

If the concern is directly sent to the relevant fee-earner or their direct Line Manager, the Line Manager must notify the Head of Finance, Operations and Compliance (or nominated person) who will maintain a record of the concern and its outcome.

4. How your concern will be dealt with

We aim to settle all areas of dissatisfaction quickly and smoothly. You will receive an acknowledgement within **3 working days** of receipt of your concern.

We will also:

- Record your complaint in our central records database;

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- Ask you to confirm or explain any details which may be unclear or require further clarity;
- Advise you of the name of the person who will be dealing with your concern; and
- Notify you of what will happen next.

5. Our Process

STAGE 1

1(i) within **10 working days** of receiving your concern (or the further details requested), we will ask the direct Line Manager to review the file/s and undertake discussions with the conducting fee earner in order to address the issues that you raise. If your concern is about a Head of Service, we will ask another Head of Service to undertake the review as appropriate.

1(ii) within **15 working days** of receiving your concern (or the further details requested), the direct Line Manager or relevant Head of Service will write to you with our views and how we aim to resolve your concerns.

STAGE 2

2 If you are still not satisfied, you can write to us and ask for the initial outcome to be escalated. You will need to write to us within **5 working days** of receipt of outcome of Stage 1.

2(i). We will arrange for a Head of Service, who has not been directly involved in the matter, or the Chief Executive, if your concern is about a Head of Service to undertake a further review of your concerns. We will do this within **5 working days**.

2(ii) The Head of Service/Chief Executive will write to you with our final views and how we aim to resolve your concerns within **5 working days** of completing the required review as in 2(i) above.

If you are still not satisfied with the outcome you can contact The Legal Ombudsman. The Legal Ombudsman generally requires that a company's feedback procedure has been exhausted before it will consider a complaint.

Any complaint to The Legal Ombudsman must usually be made within six months of the end of our feedback process. The contact details are:

Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

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Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

6. Compliments

The firm believes that feedback is important to the development of our services. Without feedback we are unaware of where areas of excellence are, or where we need to focus our attention and improve upon services provided.

We recognise that it is important for us as an organisation to not only have feedback about concerns, but also where our fee earners have worked in a professional, diligent and effective manner. We value our staff and consider them to be a vital part of the services we provide.

We would therefore welcome your compliments where you consider it is appropriate to do so. Upon receipt of such compliments, we will inform the relevant fee earner and ensure that we strive to continuously improve our performance and delivery of service provided.

7. Central Register of Compliments and Concerns

We will retain complaints or concerns within a Central Register of Complaints held by the Head of Finance, Operations and Compliance. The record will outline the complaint or concern and attach the original of any letter/record of complaint or concern, all correspondence and other documents relating to this together with details of how the matter was handled and resolved. Complaints and concerns saved in the Central Register will be reported to the Legal Services Leadership Team on a quarterly basis by the Head of Finance, Operations and Compliance.

All compliments are recorded within a Central Register of Compliments maintained by the Board and Executive Support Officer and shared weekly to all staff within the firm's internal 'round-up' communication.

8. Further information

Employees with questions about how to apply this policy should direct these to their line manager or Head of Service. Any client queries about this policy should be directed to feedback@pathfinderlegal.co.uk.

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Policy owned by:	Andrew Shufflebotham
Job title:	Chief Executive
Policy reviewed by:	LSLT
Policy approved by:	LSLT
Policy review date:	12 th September 2024
Policy updated at last review:	Yes
Next policy review date:	31 st July 2025, to be reviewed annually.