WEISBERG LEGAL
SOLICITORS

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# Feedback and Complaints Policy

We are committed to providing a high-quality legal service. We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to our charges, please tell us. This will help us to address your concerns and to improve our standards of service.

**1 How do I make a complaint?**

1.1 You can contact us in writing (by letter or email) or by telephone.

1.2 In the first instance, please contact the person who is working on your matter to discuss your concerns, and they will do their best to resolve any issues. If you do not feel able to discuss your concerns with them, please contact the person responsible for the overall supervision of your matter, they will be named in the Client Engagement Letter we sent you at the beginning of your matter.

1.3 If you do not feel able to raise your concerns with either of these people, or you are unsatisfied with their response, please contact our Managing Director, Kieran Weisberg who has overall responsibility for complaints and whose contact details are:

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|---|---|
| Letter: | Weisberg Legal 4-5 Hayes Place, Bath BA2 4QW |
| Email: | kieran@weisberglegal.co.uk |
| Telephone: | 01225 422466 |

1.4 To help us to understand your complaint and in order that we do not miss anything, please tell us:

- your full name and contact details;
- what you think we have got wrong;
- how you would like your complaint to be resolved; and
- your matter reference number (if you have it).

1.5 If you require any help in making your complaint we will try to help you.

**2 How will you deal with my general complaint?**

2.1 We will write to you within two working days acknowledging your complaint, enclosing a copy of this policy.

2.2 Where necessary we will request proof of your identity and/or authority to make the complaint if it is made on behalf of someone else.

2.3 We will investigate your complaint. This will usually involve:

- reviewing your complaint;
- reviewing your matter and file(s) and other relevant documents; and
- liaising with the person who dealt with your matter.

2.4 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

2.5 We may ask you if you are happy for us to outsource your complaint to an external consultant to investigate your complaint. We will always ask for your consent to disclose your details and file to the consultant before sharing your information. We have strict confidentiality agreements in place regarding client information and documents disclosed to any external consultant. We take our duties of confidentiality and with regard to data protection very seriously, and expect all our consultants to work to the same standards.

2.6 We will update you on the progress of your complaint at appropriate times.

2.7 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone or video conference.

2.8 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement, although we may need additional time dependent on the details of your complaint and the time taken to investigate. We have eight weeks overall from receipt of your complaint to provide our final response. Our final response concludes our complaints procedure.

2.9 We will not charge you for handling your complaint.

2.10 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

**3 How will you deal with my data protection complaint?**

3.1 We will acknowledge receipt of your data protection complaint within 30 days of receiving it at the latest (and will try to do so within 7 days of receipt).

3.2 Where necessary we will request proof of your identity and/or authority to make the data protection complaint if it is made on behalf of someone else.

3.3 We will provide you with a copy of our Privacy Policy if you have not already seen it.

3.4 We will take steps to respond to your data protection complaint including making appropriate enquiries and keeping you informed without undue delay once the data protection complaint has been received

3.5 Where necessary, we will arrange a discussion with you to obtain further information and /or try to agree how to resolve issues.

3.6 We will keep you updated on the progress of the investigation and confirm the outcome of our investigation into your data protection complaint.

3.7 We will explain what we have done to resolve your data protection complaint and , where appropriate, any actions we have taken as a result.

3.8 We will not charge you for handling your data protection complaint.

**4 What to do if we cannot resolve your complaint**

4.1 We have eight weeks to consider your complaint. If we have not resolved it within this time you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman www.legalombudsman.org.uk ). The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.

4.2 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
- no more than one year from the date of the act or omission being complained about; or
- no more than one year from when you should reasonably have known there was cause for complaint.

4.3 If you would like more information about the Legal Ombudsman, please contact them on the below details.

Visit: www.legalombudsman.org.uk
Call: 0300 555 0333 between 09.00 and 17.00
Email: enquiries@legalombudsman.org.uk
Write to: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

4.4 Alternative dispute resolution (ADR) bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

4.5 If your complaint relates to how your personal data has been used / handled which we have not been able to address to your satisfaction pursuant to this policy, you may be able to make a complaint to the Information Commission (IC) directly. You can learn more about the IC and personal data rights at: www.ico.org.uk and specifically about complaints in relation to the use of your personal data at: https://ico.org.uk/make-a-complaint/data-protection-complaints/

**5 What to do if you are unhappy with our behaviour**

5.1 The Solicitors Regulation Authority can help 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.

Visit its website to see how you can raise your concerns with the solicitors Regulations Authority here: https://www.sra.org.uk/consumers/problems

**Reviewed: 15 October 2026**