

Mounteney Solicitors' Complaints Policy

Date: 14 May 2024
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Please note that only clients have a right to complain (in some circumstances attorneys and/or executors/representatives of clients may complain of their behalf).

Please note that our insurers will not allow us to process a complaint at any time when any claim on our insurance is contemplated – so we may not be able to process any complaint according to this policy following your threat to sue us. If you have a complaint, please contact us with the details, and if we are able to do so then we will process it this way:

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. Jonathan Mounteney will review your matter file and speak to any members of staff who acted.
3. Jonathan Mounteney will then communicate with you as appropriate to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter, and will write to you to confirm what took place and any solutions agreed.
4. If you are still not satisfied, you should contact us again. If the matter is relatively simple and straight-forward we will arrange for Pam McColl, a local independent external solicitor, to review our decision. There will be no such external review for complicated or voluminous matters. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you can then contact the Legal Ombudsman ('LO') : Website: www.legalombudsman.org.uk; Email: enquiries@legalombudsman.org.uk ; Telephone: 0300 555 0333; Postal address: PO Box 6167, Slough, SL1 0EH about your complaint. Any complaint to the LO should usually be made within six months of the date of our final decision on your complaint. The LO can accept complaints up to 1 year from the date of the act/omission or (if later) from when the complainant should have known about the issue. for further information you should contact the LO.

If we have to change any of the timescales, we will let you know why.

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Although we are entitled to charge interest on the outstanding amount of the bill, in accordance with article 5 of the Solicitors' (Non-Contentious Business) Remuneration Order 2009, you may be entitled to have your bill assessed by the court under sections 70, 71 and 72 of the Solicitors Act 1974, or under other LO's Procedures. LO's website has further details concerning these matters. There is usually a time-limit within which you must act, normally three months – which is also the longest we would allow before commencing any investigation.

Yours sincerely,



Jonathan Mounteney (Solicitor)