



INNOVA LEGAL

☎ 0113 487 7010

🌐 www.innovalegal.co.uk

✉ hello@innovalegal.co.uk

Client feedback and complaints

We are committed to providing a quality service to our clients. We value feedback from clients greatly because it helps us to continually improve our service. If you do not feel that you are receiving excellent client service or that something could be improved, please do tell us about it. If we have fallen short of the high standards which we have set for ourselves then we would like the opportunity to put it right.

What do I do if I have feedback or a complaint?

At first it would be helpful if you could discuss any feedback or concerns which you have about our service or how it might be improved with the lawyer dealing with your matter. If the lawyer dealing cannot resolve your concern informally, or if the issue is of such a serious nature that you do not feel comfortable raising it with your lawyer, then you may discuss this with our complaints partner as a complaint under this policy.

If we are unable to resolve your concerns via the team dealing with the matter, you can raise a formal complaint which will be handled and investigated by our Complaints Team.

If you wish to raise a formal complaint, please email full details to hello@innovalegal.co.uk, or alternatively write to us at:

Complaints Team
Innova Legal Ltd
9 Feast Field
Horsforth
Leeds
LS18 4TJ

How do I raise a complaint under this policy?

It would help us if you could email hello@innovalegal.co.uk, or write to us at the address above, with the following:

- why you feel dissatisfied with the service which you have received;
- how you would prefer to be contacted about your complaint;
- if there is anything in particular which you would like us to do to resolve your complaint.

If you would prefer not to email details of your complaint in this way then please call to discuss the best way to get an understanding of your concerns.



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What happens after I have made a complaint under this policy?

Once a complaint is received:

1. We will acknowledge your complaint within five working days following the date of receipt of your complaint at these offices and log your complaint on our central complaints register.
2. We will investigate your complaint, including discussing the matter with the appropriate file handlers, and reviewing the documentation on file, and provide you with a formal response to your complaint. This will usually be within 28 days following the date of receipt of your complaint.
3. In exceptional circumstances, or where a matter is very complex, it may be necessary to extend these timescales. In such a scenario we will advise you of this and provide a revised date for the formal response. If you remain unsatisfied after 8 weeks at the latest, we will always ensure that you are reminded at that time of how to make a complaint to the Legal Ombudsman if you are eligible to do so.
4. Hopefully our formal response will address your issues and conclude your complaint. If you are not satisfied with our formal response, please refer to the below section of this policy named 'What if I remain unsatisfied?'
5. If we do not hear back from you within 28 days of our Final Response, we reserve the right to deem your complaint concluded and to close our file internally.

What might the outcome of my complaint be?

We very much regret any dissatisfaction which our clients experience and will not hesitate to apologise to you where our service has fallen below our high standards. We may also agree that certain steps will be taken to improve your situation and to ensure that any problems experienced will not reoccur.

What if I remain unsatisfied?

The Legal Ombudsman may be able to help you if we are unable to resolve your complaint ourselves. They will look at complaints independently and accessing the Ombudsman will not affect how we handle your case. Most 'consumer' clients (as opposed to large businesses) will be able to make use of the Ombudsman scheme however there are restrictions for some larger clients. Before accepting a complaint for investigation, the Legal Ombudsman will normally check that you have tried to resolve your complaint with us first. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you



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are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final written response to you. If you would like more information about the Legal Ombudsman, please contact them:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6167, Slough, SL1 0EH

Please note that the Ombudsman are there to deal with concerns about the level of service received. Where there are more serious concerns that a solicitor or solicitor's firm have been involved in professional misconduct then reports can also be made to the Solicitors Regulation Authority, the regulator of solicitors and solicitor firms. This could be for quite unusual and serious acts of misconduct such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Obviously, we do not anticipate any such problems arising and would ask that you notify the matter supervisor straight away if you have any such concerns. You can find out more about the [Solicitors Regulation Authority](https://www.sra.org.uk/consumers/problems/report-solicitor/) including their contact details and professional conduct rules on their website <https://www.sra.org.uk/consumers/problems/report-solicitor/>