

TRADE UNION LEGAL LLP

Client Complaints Procedure

Trade Union Legal LLP, trading as UnionLine, is committed to providing a high standard of service to our clients; however, we understand that you may feel that we may not always get it right. If you have a complaint about the service you have received or the handling of your claim please contact us. We will respond to any concerns you may have and we will do everything we can to sort out your complaint quickly and efficiently.

You can raise your complaint by letter, email or telephone with the fee earner who has been dealing with your case, with the fee earner's manager, or by email to complaints@unionline.co.uk Please mark your letter or email 'Complaint'.

If you have any specific needs to enable you to bring your complaint to us please let us know and we will do our best to accommodate them.

To help us make sure we have understood your complaint, and not missed anything, please tell us:

- your full name, contact details and any reference number you may have for your case;
- what you think we have done wrong; and
- what you think we should do to put things right.

How we will deal with your complaint

Normally, you will need to bring a complaint to the Legal Ombudsman within 6 months from the end of our complaints process, six years from the date of act/omission, or three years from the act or omission about which you are complaining occurring (or you becoming aware of it).

We have up to eight weeks to consider your complaint but will endeavor to deal with it as quickly as possible. If we have not resolved it within this time you may complain to the Legal Ombudsman.

We will record your complaint in our central register and open a file for your complaint.

Stage 1

We will acknowledge receipt of your complaint within 5 working days of receiving the complaint.

We will investigate your complaint and aim to provide a substantive response within 20 working days of receiving your complaint.

We may be able to deal with the matter in a phone call, or we may need to carry out a detailed review of your case. In all cases we will write to you to tell you the outcome of your complaint and to give you the opportunity to have your complaint reviewed if you are not satisfied with the outcome.

Stage 2

If you are not satisfied with our response you should contact us again and we will arrange for the file to be reviewed. When contacting us please explain why you continue to be dissatisfied.

Your complaint will be acknowledged within five working days of receiving the complaint and we will aim to provide a substantive response within 20 working days from receiving your letter.

If your complaint is particularly complex and we have to change any of the timescales above, we will let you know and explain why and provide you with an updated timescale.

Legal Ombudsman

If, at the end of the above process, you continue to be dissatisfied with our response, you can contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ or via telephone on 0300 555 0333.

The Legal Ombudsman will usually only consider a complaint if our internal complaints procedure has been exhausted.

We will provide the Legal Ombudsman with any documents and information they request. This may contain personal data relating to you and third parties whose data you have provided us with.

Under EU legislation we are also required to provide you with details of an organisation which offers Alternative Dispute Resolution (ADR). That organisation is ProMediate, who are contactable via their website www.promediate.co.uk, via e-mail at enquiries@promediate.co.uk, or via telephone on 07824704826 or 01928732455.

However, it is for both parties to agree to use ADR and as you have access to the Legal Ombudsman this firm does not use the ADR process.