

## Tyr Law Complaints Policy

### Dealing with complaints

1. The Firm's COLP will have overall responsibility for dealing with complaints.
2. It is an objective of the Firm to provide high-quality, bespoke legal services to its clients.
3. The Firm's complaints procedure is set out below. An electronic, standalone copy of this document is available from the Firm and should be supplied to clients on request.
4. Primary responsibility for client satisfaction rests with the matter-team dealing with a particular client. Complaints should not be left unaddressed. If in doubt, the issue should be raised with a relevant partner and, if appropriate, with the Firm's COLP.
5. Dealt with appropriately, complaints should provide an opportunity to learn and improve.

### Client Complaints Procedure

*The Firm is committed to delivering high-quality, bespoke services to our clients. We acknowledge that things can sometimes go wrong. We aim to use complaints as an opportunity to:*

- *understand how dissatisfaction with our services has arisen;*
- *learn and improve our systems; and*
- *where we consider things have gone wrong, take steps to put things right.*

*The partner with overall responsibility for complaints is the Firm's Compliance Officer for Legal Practice, Alistair Kennedy. If Mr Kennedy considers it inappropriate for him to oversee a particular complaint, the Firm will nominate an alternative partner to do so.*

*Any complaint/dissatisfaction should first be raised with the solicitors with day-to-day conduct of your matter.*

*If they are not able to resolve your issue, a formal complaint can be made in writing to Alistair Kennedy. If the matter-team have attempted to resolve an issue for you and you are still dissatisfied, they may direct you to this procedure.*

*We set out below a summary of the steps which we will take in response to a formal complaint. We will not charge you for the time we spend responding to a formal complaint.*

1. *We aim to acknowledge all complaints within 2 business days. When we acknowledge your complaint, we will:*

- 1.1. *explain this complaints procedure to you;*
  - 1.2. *set a realistic timetable for investigating and responding to your complaint;*
  - 1.3. *explain our understanding of your complaint; and*
  - 1.4. *ask you questions to clarify your complaint.*
2. *We aim to investigate all complaints within 10 business days of our acknowledgment. If we need more time, we will explain this to you.*
3. *Following our investigations, we will respond to your complaint. We will do this by:*
  - 3.1. *inviting you for a meeting / telephone call to discuss your complaint; and/or*
  - 3.2. *writing to you with a formal response to your complaint.*
4. *If you are unsatisfied with our final response, or if we fail to provide a response within 8 weeks of your complaint being made, you may be able to refer your complaint to the Legal Ombudsman (<https://www.legalombudsman.org.uk/>). Please note that:*
  - 4.1. *You can generally only refer your complaint to the Legal Ombudsman within the later of:*
    - (a) *six years of the problem happening; or*
    - (b) *three years from when you found out about it.*
  - 4.2. *You must refer your complaint to the Legal Ombudsman within six months of our final response.*
5. *You can also complain to the Solicitors Regulation Authority. More information about how to complain to the Solicitors Regulation Authority is at <https://www.sra.org.uk/consumers/problems/report-solicitor> and that webpage sets out the process for making a report and provides a link to the appropriate documents.*

*Our invoices can be challenged by applying for an assessment under Part III of the Solicitors Act 1974. The Legal Ombudsman may not consider a complaint about an invoice if you have applied to the Court for assessment*