

Tyr Complaints Policy

Dealing with complaints

1. The Firm's Compliance Officer for Legal Practice ("**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.

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 investigating and responding to a formal complaint.

1. We aim to acknowledge all complaints within five business days of receiving them. When we acknowledge your complaint, we will:
 - 1.1. reference this complaints procedure to you;
 - 1.2. set a realistic timetable for investigating and responding to your complaint;

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Tyr and Tyr Law are trading names of Jowett Kennedy Fidler LLP, a limited liability partnership incorporated in England and Wales with registration number OC425850 and registered office at 2 The Embankment, Sovereign Street, Leeds, LS1 4BA. A list of members is available at the registered office. Authorised and regulated by the Solicitors Regulation Authority with SRA ID 656843.

- 1.3. explain our understanding of your complaint; and
- 1.4. ask you questions to clarify your complaint as appropriate.
2. We will investigate your complaint diligently, impartially and fairly. This may include reviewing your matter file and related records and discussing the issues with the team who have been working on your matter.
3. We will aim to conclude our investigation and provide our final response as quickly as possible. Although we will always aim for sooner, the process may take up to thirty business days from receipt of your complaint. If we need more time, we will explain this to you.
4. Following our investigations, we will respond to your complaint. We will do this by:
 - 4.1. inviting you for a meeting/telephone call to discuss your complaint; and/or
 - 4.2. writing to you with a final response to your complaint.
5. If you remain dissatisfied after receiving our final response, or if we fail to provide a response within eight weeks of your complaint being made, you may be able to refer your complaint to the Legal Ombudsman to be looked at independently. The Legal Ombudsman investigates complaints about service issues with lawyers and accessing the service will not affect how we handle your case (if ongoing). You can find details at <https://www.legalombudsman.org.uk/>, or you can telephone 0300 555 0333, email to enquiries@legalombudsman.org.uk, or write to Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.
 - 5.1. Most private individuals and smaller organisational or business clients will be able to make use of the Legal Ombudsman scheme. However, there are restrictions for larger organisational and business clients. These are set out in the Scheme Rules, which can be accessed on the Legal Ombudsman website, details of which are above.
 - 5.2. The Legal Ombudsman expects complaints to be made to it within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.
 - 5.3. You must refer your concerns to the Legal Ombudsman within six months of our final response to you.

The partner with overall responsibility for complaints is the Firm's COLP, Matthew Fidler. If Mr Fidler 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 those lawyers at the Firm with day-to-day conduct of your matter.

If they are not able to resolve your issue or if the issue is of such a serious or sensitive nature that you do not feel comfortable raising it with them, please raise your concerns in writing to Matthew Fidler. If the matter-team have attempted to resolve an issue for you and you are still dissatisfied, they may direct you to this procedure.

Complaints about your bill

6. If you are complaining about our bill, in addition to referring your complaint to the Legal Ombudsman, you may be entitled to ask the court to assess your costs under Part III of the Solicitors Act 1974. However, be aware that if you have done so, the Legal Ombudsman may not be able to consider a complaint about the same issues.

Non-client complaints

7. If you are not a client but wish to make a complaint, you should set out your concerns in writing and send these to the firm's COLP as above. Please note that we can only consider your complaint if you allege that we have acted in breach of the Solicitors Regulation Authority Standards and Regulations.
8. Please note that there is no regulatory requirement to respond to complaints from non-clients. Nonetheless, we take complaints about our conduct seriously and will respond to your concerns where possible and where we consider it appropriate to do so. We may not be able to provide a full response to your concerns if this conflicts with our duties to our clients.
9. If you believe we have acted in breach of our professional obligations, you can raise your concerns about our conduct with the Solicitors Regulation Authority as set out below.

Concerns about professional misconduct

10. The Legal Ombudsman service considers complaints about the quality of legal services that clients receive. In the unlikely event that you have more serious concerns that a lawyer or the Firm have been involved in professional misconduct then it may be appropriate for you to refer this to the Solicitors Regulation Authority.
11. We do not anticipate any such problems arising and would ask that you notify the matter partner straight away if you have any such concerns. You can find out more about the Solicitors Regulation Authority (including their contact details) and the Standards and Regulations that govern the conduct of solicitors and law firms on their website: www.sra.org.uk. Information about how to report a concern is provided at <https://www.sra.org.uk/consumers/problems/report-solicitor/>.

Alternative dispute resolution (ADR)

12. Other ADR services providers exist that are competent to deal with complaints in the legal sector, including ProMediate. However, we consider that the Legal Ombudsman offers our clients the most appropriate forum to seek resolution of their concerns. Therefore, we have not adopted an alternative ADR procedure and do not agree to use another ADR organisation.