

Our objective at Fosters Solicitors is always to give our clients an excellent service.

If you feel that we have fallen from the high standards that we set ourselves, we would really like to hear from you and will do everything we can to put matters right. We will look into all expressions of dissatisfaction with Fosters Solicitors, our staff or our services.

Our complaints procedure is set out on this document and we will follow this procedure whenever a complaint arises. We are dedicated to learning from every mistake, and continuing to improve our service to our clients.

Wherever we find that we are at fault, we will own up as quickly as possible, offer a full apology and do everything in our power to put matters right.

Once a complaint has been dealt with, we will be alert to the lessons that can be learned for the future.

In dealing with complaints, our objectives are:

- To act promptly, thoroughly and fairly.
- To reach an acceptable conclusion for our clients.
- To learn from every mistake and look to continuously improve our service.

Our Client Services team keeps a record of all current and concluded complaints. All complaints are reviewed and analysed each year. We will ensure that any significant concerns are tackled either within the department or the firm as a whole. A complaint may, for instance, reveal an unsatisfactory procedure which needs to be modified.

Only when any necessary corrective action has been identified, put into practice and the client is satisfied so far as reasonably possible, will the matter be regarded as concluded.

STEP PROCEDURE

Fosters Solicitors complies with the STEP code for Will preparation. The full code is available to download at www.step.org/will-code. More information on STEP's professional standards and details of how to make a formal complaint can be found at www.step.org/professional-standards, alternatively you can telephone STEP on 020 3752 3700.

OUR PROCEDURE

On receipt of a complaint, the matter is referred to the relevant department head and/or to the Client Services team.



A department head will handle a complaint about any member of their department. The Client Services team, or another partner at the Client Services team's request, will handle a complaint about a department head or a partner.



The department head or the Client Services team will acknowledge the complaint in writing within two working days and provide a date by which a written response will be given.



The department head or another appointed colleague will investigate the complaint thoroughly and impartially and look at the issue from the client's perspective.



The person investigating the complaint will contact the client once their investigations are complete. They will explain their findings and if they find that we are in the wrong, they will say so. They will tell the client about any actions which have or will be taken to put things right for the client and to avoid a recurrence of the problem in the future.



If the client remains dissatisfied, we will explain the options available. This is usually to refer the matter to the Client Services team, who will decide the next steps to be taken. Ultimately the client will be advised of their right to refer the matter to the Legal Ombudsman.



We will identify the lessons to be learned from any complaint. We will ensure that any corrective or preventative measures are taken to avoid any recurrence of the problem in the department or in the firm as a whole.



Our aim is for the whole process to be dealt with swiftly and effectively and, as far as is possible, to the client's satisfaction. We view every complaint as an opportunity to improve our service to our clients.

LEGAL OMBUDSMAN

If we are unable to settle your complaint using our internal complaints process, you have the right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints.

The Legal Ombudsman expects complaints to be made to them 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. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

Their details are as follows:

Office of the Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Helpline: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

If, at the end of the Legal Ombudsman process, you remain unhappy with any Ombudsman decision there are alternative complaints bodies (such as Ombudsman Services and ProMediate), which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. The contact details are as follows:

Ombudsman Services

3300 Daresbury Park

Daresbury

Warrington

WA4 4HS.

SOLICITORS REGULATION AUTHORITY (SRA)

The Solicitors Regulation Authority can help you if you are concerned about our behaviour and you can raise your concerns with them directly by visiting their website [here](https://www.sra.org.uk/).

Fosters Solicitors is a trading name of Fosters Solicitors LLP, a limited liability partnership registered in England and Wales under registered number OC421626. Our registered office is William House, 19 Bank Plain, Norwich, NR2 4FS. We are authorised and regulated by the Solicitors Regulation Authority under SRA registration number 647633.

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