**Complaints Procedure**

Volterra Fietta is committed to providing a high quality legal service to all our clients. When something goes wrong, we would like you to tell us about it. This will help us to improve our standards.

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case or their supervising Partner, please contact us as soon as you are aware of the problem so it can be addressed.

Please contact our Client Care Partner by telephone on 0207 380 3890 or by email at info@volterrafietta.com. The Client Care Partner can also be contacted by writing to our London office address:

The Client Care Partner

Volterra Fietta

8 Mortimer Street

Fitzroy Place

London W1T 3JJ

**What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within 21 days of our receiving the complaint, enclosing a copy of this procedure.

2. We will then investigate your complaint. This will normally involve passing your complaint to our Client Care Partner who will review your matter file and speak with the member of staff who acted for you. If the person about whom you have a concern is the Client Care Partner, a different partner will be assigned.

3.      Within 21 days of sending you the acknowledgement letter, the Client Care Partner will send you a detailed written reply to your complaint, including suggestions for resolving the matter.

4. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your explanation. Depending on the circumstances, we may at this stage arrange for another partner to review the decision and we will inform you of this decision.

5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

**What to do if we cannot resolve your complaint**

If you are still not satisfied, or if your complaint has not been resolved to your satisfaction within eight weeks of your complaint, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ, email enquiries@legalombudsman.org.uk  or call 0300 555 0333 between 9am to 5pm about your complaint. The Legal Ombudsman deals with complaints about service, not behaviour.

They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

* within six months of your receiving a final written response from us regarding your complaint. and
* no more than six years from the date of the act/omission: or
* no more than three years from when you should reasonably have known there was cause for complaint.

The Legal Ombudsman’s website ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)) provides further guidance on its service.

If we have to change any of the timescales above, we will let you know and explain why.

**What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other protected characteristic.

Visit their website ([www.sra.org.uk](http://www.sra.org.uk)) to see how you can raise your concerns with the Solicitors Regulation Authority.