



# Complaints procedure

Rollits is committed to providing the highest standard of service to all clients. If we fail to meet your expectations, we want the opportunity to answer your concerns and, if appropriate, to put the matter right as quickly as possible.

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**The object of our complaints procedure is to investigate and resolve any problem quickly and effectively. At all stages we aim to act fairly and reasonably and to investigate your concerns objectively. The following explains our procedure.**

### Step 1

- (a) Your first step should be to raise your concern with the person who is dealing with your matter, or the partner identified in your letter of engagement as supervising your work, or our Client Services Partner, Douglas Oliver. Your complaint can either be made in writing or by telephone. We will record your complaint and you will receive an acknowledgement within three working days of receipt. At that stage we will confirm the identity of the person who is dealing with your complaint.
- (b) If a meeting is required at this stage then we will arrange this with you.
- (c) We will then investigate your concerns and expect to provide a fully detailed response within 21 days. If there is reason for further delay we will give you the reason and will keep you informed as to how the investigation is progressing and confirm with you a revised timetable for investigating the complaint.
- (d) It may be necessary to request further clarification and further details from you, and it may also be necessary to seek information from the person who has been acting for you, and it may be appropriate and/or necessary for the file contents to be examined.

### Step 2

- (a) We will write to you within five days of completing the investigation with a detailed response to your complaint and with any suggestions that we have for resolving it to our mutual satisfaction.
- (b) If you wish we will meet with you to discuss matters.
- (c) Most complaints are resolved at this stage, but if you remain unhappy we want you to tell us so that the matter can proceed quickly to the next step.

### Step 3

- (a) If you remain dissatisfied, the matter will be referred to either our Senior Partner or our Managing Partner. In such circumstances, please write to the person who has responded to your complaint and ask them to pass on the matter of your concern. When doing so please set out in writing why you remain dissatisfied so that the Senior Partner, Richard Field or Managing Partner, Ralph Gilbert can look into the matter further. The matter will be reviewed following receipt of your letter. After this review has taken place (and unless we advise you that there is a reason for further delay) you will be informed of the outcome within seven days and we shall write to you confirming our final position on your complaint.
- (b) We hope this will result in a resolution of the matter to your satisfaction but, if not, your concerns may be raised with the Legal Ombudsman service which will then investigate the matter in accordance with its own procedures.
- (c) The contact details for the Legal Ombudsman are:  
  
The Legal Ombudsman  
P O Box 6806  
Wolverhampton  
WV1 9WJ  
  
Telephone: 0300 555 0333 (Mon – Fri, 8am – 6pm)  
  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- (d) Please note that there are time limits on referrals to the Legal Ombudsman. You must contact them within six months of the end of the work that Rollits carried out for you or within six months of finding out that there was a problem.

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A list of members' names is available for inspection at our registered office. We use the term 'partner' to denote members of Rollits LLP.

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