CLIENT COMPLAINT POLICY

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure below:-

Legal Recoveries & Collections Ltd strive to provide an excellent customer service and reputation that we work hard to maintain. However, we also recognise that sometimes things can go wrong. In the event that we have made a mistake, or we could have done something better, we will do our best to put this right for you.

**How to complain:**

1. By telephone – 0330 024 6353

2. By letter – Complaints Team, LRC Ltd, 119 to 121 Canal Street, Nottingham, NG1 7HB

3. By email - complaints@legalrecoveries.com

**How the complaint process works:**

• If any issues arise in the course of your dealings with us, please talk to us and let us know what your concerns are. It is highly likely that the situation can be resolved quickly by a Manager, therefore please speak to them early on so that any issues can be dealt with as soon as possible.

• If we are unable to resolve your concerns in the first instance, then the matter will be referred to the Complaints Team, who will contact you promptly in writing to acknowledge receipt of your complaint. If you have any documentation that could assist us with our enquiries, please forward this as soon as possible, so that we can resolve your complaint more quickly.

• We will attempt, by week 4, to conclude our investigation and send you our final response. If we are unable to do so, for example if we are awaiting information, then we will send you a letter updating you with our progress. In any case, we will send you our final response by week 8.

If, after a final response from LRC Ltd, you do not feel that your complaint has been dealt with satisfactorily, then you may contact the following organisations:

Making a complaint will not affect how we handle your case.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. 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 receiving our final response to your complaint

and

* No more than one year from the date of the act or omission being complained about; or
* No more than one year from the date when you should reasonably have known that there was cause for complaint.

For more information about the Legal Ombudsman contact:

[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk/)

Call: 0300 555 0333 between 9.00 to 17.00.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

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 characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](https://www.sra.org.uk/consumers/problems/report-solicitor/).