

## **Richard Butler - Complaints Procedure**

Part One of this procedure is exclusively for the use of my clients. The Part Two Procedure is for those who are not a client and who are unhappy with my conduct.

### **Part One – For the use of clients of Richard Butler**

I will never be offended if you decide to raise with me concerns about my performance. My handling of other matters for you will not be prejudiced by the fact that you have raised concerns.

I hope you will not have any reason to complain, but in case you do, you should follow the procedure below.

The time limits for bringing a complaint to my attention are:

- within six months of delivery of the lecture or training or familiarisation in question; or
- within three months of your becoming aware of the circumstances giving rise to your complaint; or
- within any other period specified in my Terms and Conditions of Engagement

whichever is the later.

If you wish to complain about my service after the expiry of these time limits you may still be able to make a complaint directly to the Legal Ombudsman, but I will not be obliged in those circumstances to consider your complaint under this procedure and you should contact the Legal Ombudsman to establish whether your complaint falls within the time limits of the Ombudsman's scheme. Contact details for the Legal Ombudsman are given below.

### **First stage**

In the first instance, please raise your concerns directly with me by email, post or over the phone.

If you feel that it is too delicate for you to raise this directly with me, or if I have not addressed all your concerns to your satisfaction, your complaint will reach the second stage.

### **Second stage**

You should notify me by email, post or over the phone that you wish to proceed to the second stage. On receiving that notification, I will within seven days supply to you the name and contact details of an independent solicitor with experience of legal skills training who has agreed to investigate your complaint. You may then contact that solicitor. When you do so, please set out as much detail as possible regarding your complaint. You may find the template letter on the Legal Ombudsman's website useful (<http://www.legalombudsman.org.uk/>).

Please also send a copy of your complaint to me, and I will acknowledge receipt within five working days.

The independent solicitor will tell you how long it will take him or her to investigate your complaint. I will try to arrange that this is around three or four weeks but it could be less or more (either due to the circumstances of your complaint, illness or holidays). In any event it should never be more than eight weeks after acknowledging receipt of your complaint.

The investigating solicitor will review the materials supplied by you and by me and will ask me to answer the points which you have made.

The independent solicitor will send you the result of his or her investigation by email or by post, depending on how you submitted your complaint and any preference you may have expressed. I may also offer to meet with you to discuss your complaint and seek to resolve it.

If I agree with you and I find the service you received was not as I would have liked it to be, I will work with you to try to find a way to resolve your complaint.

If I find that your complaint does not support a finding of poor service I will let you know the reasons why. I will let you know what to do if you are unhappy with my decision: I will tell you whether I agree to using Alternative Dispute Resolution, or whether your complaint can proceed to Stage 3.

### **Third Stage**

If you remain unhappy, you have the right to complain to the Legal Ombudsman, an independent and impartial body, but you must do so within 6 months of my final letter or email to you, which I will always make clear when sending that final letter or email. You must also do so no more than six years from the date of act/omission; or no more than three years from when you should reasonably have known there was cause for complaint. The Ombudsman's contact details are:

Legal Ombudsman

PO Box 6806

Wolverhampton WV1 9WJ

Telephone: 0300 555 0333

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

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

### **Solicitors Regulation Authority**

I am authorised and regulated by the Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN (the SRA). This means that I am governed by a Code of Conduct and other professional rules, which you can access on the SRA's website ([www.sra.org.uk](http://www.sra.org.uk)) or by calling 0370 606 2555. My SRA registration number is 401381. If you believe that I have behaved dishonestly, illegally or in breach of the SRA's principles, you can complain to the SRA using these details.

## **Part Two - Non-Client Complaints Procedure**

If you are not my client and you believe that I have behaved dishonestly, illegally, in breach of the SRA's principles, or for some other reason you are dissatisfied with my conduct, you should raise the subject of your complaint with me. If you tell me that your complaint has not been resolved to your satisfaction, I will let you know in writing within 14 days of receipt of your complaint how and in what timescale I propose to deal with your complaint. Depending on its nature, and in most circumstances, I would expect that timescale not to exceed 28 days. Depending on the nature of the complaint it may be appropriate to appoint an independent solicitor in the manner described in Part One.

At any stage if you are unhappy with the way in which I deal with your complaint you may ask the Legal Ombudsman and/or the SRA whether they will investigate your complaint. Both addresses are contained in the Part One Procedure above.

Richard Butler  
January 2022