

Richard Knight and Company Complaints Procedure 2018

This document explains Richard Knight and Company's complaints procedure and the procedure to follow if that complaint is not dealt with to the complainant's satisfaction.

Who can complain?

Members of the public

Clients and prospective clients

Beneficiaries and personal representatives of an estate

Small businesses with a staff of less than 10 and an annual turnover or assets of less than €2 million

A charity, club or association with an annual income of less than £1million;

A trustee of a trust that had an asset value of less than £1million.

What can consumers complain about?

The Legal Ombudsman can investigate complaints about the service customers have received from their legal service provider. For example, it can look at whether:

customers received clear information about how much the work would cost;

there was a clear understanding about the work that was taking place

there were unreasonable and unexplained delays;

the customer was provided with sufficient updates along the way, particularly if there has been a change in the circumstances.

First step in making a complaint

Contact Richard Knight & Company and ask to speak to Richard Knight tel (0116) 264 5903. He will either invite you into the office to discuss your problem or alternatively ask you to confirm in writing the details of your complaint. If your complaint is not clear then a request for further written details may follow.

When your complaint is clear Richard will address your complaint with further information or attempt to satisfy your concerns. This process will continue until both parties are happy with any resolution.

Failure to resolve your complaint

Once your complaint is fully known, Richard Knight & Co will have eight weeks to deal with your complaint. In practice we hope that it will be much sooner than that if the issues are straightforward. Once the eight weeks have elapsed or if we have indicated that a particular response from us is final you may lodge a complaint with the Legal Ombudsman.

In general you should lodge a complaint with the Legal Ombudsman no later than six months from our final response.

Contact details from Legal Ombudsman's Office

We are open Monday to Friday between 8.30am and 5.30pm

If you are calling from overseas, please call +44 121 245 3050

For our minicom call 0300 555 1777

You can call us on 0300 555 0333 (Calls to the Legal Ombudsman cost the same as a normal 01 or 02 landline number, even from a mobile phone, and are recorded for training and monitoring purposes). You can also email us at enquiries@legalombudsman.org.uk If you want to find out more about us and what we do, please visit www.legalombudsman.org.uk Write: If you prefer, you can write to us at Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ