

Abacus The Law Costs Consultants – Complaints Procedure

We are committed at Abacus to providing legal services of the highest quality to our valued clients, and we therefore take all complaints extremely seriously. Should you ever have cause to complain about the services provided by Abacus, please adopt the following procedure, and we will thereafter make all efforts to resolve the complaint expeditiously:

First Tier

- We would ask in the first instance that you address the complaint to the fee earner concerned, either by telephone or in writing. The fee earner will then review the file and other relevant material and, if necessary, discuss the complaint with either or both of the two Directors at Abacus, Michael Monaghan and Nick Portch. The fee earner will then respond to the complaint within 10 working days of receipt of the complaint. If, for any reason, we are unable to respond to the complaint within this timeframe, we will advise you of the reason and the date on which we expect to be able to respond.
- If the complaint is incapable of being resolved by the fee earner, the complaint will be reviewed by either or both of the two aforementioned Directors, who can be contacted by email as follows:

Michael@abacuslawcosts.co.uk

Nick@abacuslawcosts.co.uk

The Directors will endeavour to provide a response within a further 10 working days setting out our proposals for dealing with the complaint. The Legal Ombudsman requires that the complaint is dealt with within 8 weeks of notification.

Second Tier

- If you are still of the opinion that the complaint has not been satisfactorily resolved, or the complaint has not been dealt with within 8 weeks, a complaint regarding the legal services rendered can be referred to the Legal Ombudsman, as follows:

Telephone – 0300 555 0333

Email - enquiries@legalombudsman.org.uk

Post - PO Box 15870, Tamworth, B77 9LE

The complaint must be referred to the Legal Ombudsman within 6 months of our last response regarding the complaint.

Further information can be found on the Legal Ombudsman website – www.legalombudsman.org.uk

- If you are still of the opinion that the complaint has not been satisfactorily resolved, or the complaint has not been dealt with within 8 weeks, a complaint regarding conduct can be referred to the Costs Lawyer Standards Board, as follows:

Costs Lawyer Standards Board

Centurion House
129 Deansgate
Manchester
M3 3WR

Telephone – 0161 214 7904

Email – enquiries@clsb.info

Such a complaint must be received by CLSB:

- (a) within 12 months from the date on which the matters giving rise to the complaint occurred;
or
- (b) within 12 months from the date on which the complainant first became aware that they had grounds for the complaint.