

## **INTEGRAR CUSTOMER CARE AND COMPLAINT HANDLING POLICY**

1. As the Partner responsible for Integrar, I also have responsibility for the supervision of the handling of complaints received by Integrar.
2. Whilst we try to make sure that complaints do not arise, where a complaint does occur, in accordance with the requirements placed upon all solicitors, we attempt to resolve any problems that may arise with our service promptly.
3. Because we wish to provide a high quality service to all our clients and customers, we are concerned when any expression of dissatisfaction arises. Consequently, we define a "complaint" very broadly as "any occasion where, rightly or wrongly, clients or others with whom [members of Integrar] may come into contact may express dissatisfaction, verbally or in writing, about Integrar, the standard of service being received or some other aspect, whether about [an individual's] conduct or that of another member of Integrar".
4. Our Terms of Business request that any queries or concerns about our work are raised immediately and, in the first instance with the person undertaking the work concerned or directly our Customer Services Manager by email: [customerservicesmanager@integrar.services](mailto:customerservicesmanager@integrar.services).
5. If you remain concerned about any issue, our Terms of Business indicates that you should raise this with me as the Partner responsible for client care issues. If the issue relates to me, then you should refer such an issue to the company's Compliance Officer for Legal Practice, Martin Bourne.
6. Where a complaint is raised, anybody in Integrar receiving such an intimation is required to provide that information immediately to the Management team within Integrar which includes me as a Partner who will then consider the most effective way of handling that complaint. A Partner will supervise the handling of the complaint to a conclusion in a manner which is the most appropriate and suitable.
7. We will endeavour to acknowledge any complaint within one working day of receipt and fully investigate and resolve the complaint as quickly as possible but at the very least within 28 working days of receipt. In exceptional circumstances only, if the complaint is complex and requires more than 28 working days to investigate, we will write to you again within 28 working days setting out what is being done and stating when you will hear from us again. We will not charge you for investigating and responding to your complaint and making a complaint will not affect how we handle your case.
8. The Manager supervising the handling of the complaint is required to provide details of the complaint to Knights Compliance team for the purposes of recording it in the Complaints Register held by the company.
9. Complaints are recorded in a central Complaints Register and every month an analysis of those complaints is undertaken.
10. If we are unable to resolve your complaint, then you can have the complaint reviewed by the Legal Ombudsman, PO Box 6167, Slough, SL1 0EH. Telephone 0300 555 0333; e-mail [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk); website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). The Legal Ombudsman will expect you to have allowed us the opportunity to resolve your concerns before they accept a complaint for investigation. If you have, then you must take your complaint to the Legal Ombudsman within one year of the date of the act or omission about which you are concerned or within one year of realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.
11. 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. Details of how to raise your concerns with them are set out on their website: [www.sra.org.uk](http://www.sra.org.uk).

Victoria Mortimer  
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