



Quest Law Ltd  
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## QUEST LAW (“QL”)

### Complaints Procedure & Regulation

Quest Law Ltd T/a Quest Law (“QL”) is registered in England and Wales company number 11797541. Quest is a Claims Management Company registered with the **Financial Conduct Authority** and regulated by the **Financial Ombudsman Service**. We are a legal firm offering a broad range of legal services to small and medium-sized businesses and private individuals, including (but not limited to) Employment, Personal Injury, Fire, Health and Safety among other areas of law.

On the rare occasions that any part of our service does not meet your expectations, we have implemented a procedure designed to minimise the inconvenience to our clients and to resolve any complaint in a speedy and satisfactory manner.

It is the policy of Quest that all complaints are taken seriously and are dealt with in a uniform way. As a Quest client, you will receive acknowledgment from the recipient of the complaint within 3 working days. A proposed resolution to the complaint will be issued to our clients within 10 working days (or 20 working days if it's a particularly complex or technical response). If for any reason there is an unavoidable delay in issuing a response to the complaint, the client will be informed and a new deadline issued/agreed.

All clients can contact their designated specialist if they have any questions or queries, or if they wish to enquire about the progress of a complaint via the below contact particulars during office hours Monday to Friday between 9.00am to 5.00pm.

Should any client be dissatisfied with the handling of a complaint at any time, they should inform their designated person initially who will then escalate the matter appropriately where necessary.

If you are dissatisfied having followed all our internal complaints stages, please write to our below regulators. We will inform you within our final outcome letter who amongst our below regulators you should submit your external complaint to.

**Definition:** “A complaint shall be defined as any expression of dissatisfaction in whatever form, whether justified or not, from or on behalf of any person receiving advice or services through the firm (“QL”)”.

Our aim is to provide an outstanding service at all times. However, if you have a complaint you are invited to let us know as soon as possible. It is not necessary to involve solicitors in order to make your complaint but you are free to do so should you wish.

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A complaint may be made by any reasonable means, and at any time. Such means will include, but are not limited to: letters, e-mails, text, phone-call or fax.

### **Complaints Made by Telephone:**

You may wish to make a complaint in writing and, if so, please follow the procedure below. However, if you would rather speak on the telephone about your complaint then please telephone us. Your received complaint will be dealt with in accordance with our Complaints Procedure. The person you contact will make a note of the details of your complaint and what you would like done about it. We will discuss your concerns with you and aim to resolve them. If the matter is resolved he will record the outcome, check that you are satisfied with the outcome and a record will be created reflecting such satisfaction. You may also wish to record the outcome of the telephone discussion in writing.

If your complaint is not resolved on the telephone, you will be invited to write to us about it so it can be investigated.

### **Complaints made in Writing to:**

Director of Complaints Quest Law via Email: [info@questlaw.co.uk](mailto:info@questlaw.co.uk)

Please give the following details:

- *Your full name and address*
- *Outline the member(s) you are complaining about;*
- *The issue or issues you are complaining about;*
- *The detail of the complaint, including the background thereof; and*
- *What you would like done about it.*

We will acknowledge receipt of your complaint within 3 working days and provide you with details of how your complaint will be dealt with.

The person appointed to investigate will write to you as soon as possible to let you know he has been commissioned to investigate the matter and that he will reply to your complaint no later than 10 working days and or 20 working days in complex cases. If he finds later that he is not going to be able to reply to the said time, he will set a new date for his reply and inform you. His reply will set out:

- *The nature and scope of his investigation;*
- *His conclusion on each complaint and the basis for his conclusion; and*
- *If he finds that you are justified in your complaint, his proposals for resolving the complaint, notwithstanding your views.*

The person charged with responding to the complaints shall have the authority to settle complaints, and in appropriate cases offer redress.

Where QL decides that redress is appropriate, such redress will be communicated to you and or offer you a reduction in any unpaid invoice, offer a formal apology.

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### **Final response:**

In making a final response, it is hoped that QL finding will be acceptable to the client. Alternatively, it will indicate to the complainant that if they are dissatisfied, they may refer the handling and outcome of the complaint to our regulators, and will give the complainant the addresses thereof, phone numbers or e-mail address of the regulators. We will comply fully with any requests and findings from our regulators.

QL will maintain records, and provide the regulators, on request, with details of all complaints handled along with other documents in order to allow the regulators to make an informed decision.

### **Legal Ombudsman:**

In the event that work is undertaken on your behalf by one of our Solicitors, and you remain dissatisfied as outlined in the final complaint's outcome letter, you may have the right to refer your complaint to the Legal Ombudsman.

You may refer your complaint to the Legal Ombudsman, free of charge, but you must do so within six months of the date of our final response. If you do not refer your complaint in time, the Legal Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For more information, please contact the Legal Ombudsman at: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

The Ombudsman can extend the time limit in exceptional circumstances. We may therefore have regard to that timeframe when deciding whether they are able to investigate your complaint. We may not therefore usually deal with complaints that fall outside of the twelve-month time limit.

The Ombudsman will also only deal with complaints from consumers. This means that only complaints from our client's are within their jurisdiction. Non-clients who are not satisfied with the outcome of our investigation or raise issues of misconduct should contact our regulators rather than the Legal Ombudsman.

It should be noted that it may not always be possible to investigate a complaint brought by a non-client. This is because the ability of QL to satisfactorily investigate and resolve such matters is limited and complaints of this nature are often better suited to the disciplinary processes maintained by our regulators. Therefore, QL will make an initial assessment of the complaint and if they feel that the issues raised cannot be satisfactorily resolved through the firm's complaints process, we will refer you to our regulators.

### **Complaints to the Financial Ombudsman Service ("FOS"):**

In the event that you remain dissatisfied, if you are an eligible complainant (as defined by FOS), you can refer your complaint to the FOS, free of charge, but you must do so within six months of the date of our final response. If you do not refer your complaint in time, the FOS will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

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For more information please contact the FOS via the below contact particulars or call **0300 123 9123** or **0800 023 4567** or you can register your [complaint online](#). Full details can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

### Confidentiality:

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary, subject to regulatory requirements. The regulators are entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

### Our Policy:

As part of our commitment to client care, we make a written record of any complaint and retain all documents and correspondence generated by the complaint for a period of six years. We may inspect an anonymised record regularly with a view to improving services.

### Contact Particulars of Ombudsman's:

Should you remain dissatisfied following our complaints process, you can submit a complaint to the below regulators and within six months of the complainant receiving a final response to their complaint at:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ  
Tel: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Financial Ombudsman  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR  
Tel: 03001239123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### Complain to our Regulators:

We are registered with the Financial Conduct Authority at the address below at:  
12 Endeavour Square  
London  
E20 1JN

Nothing inserted there within will limit or restrict your right to seek remedy pursuant to the Limitation Act 1980.

We would welcome and take full part in any **Alternative Dispute Resolution** ("ADR") suggested by you or us. The EU published a Directive on Alternative Dispute Resolution (ADR) in May 2013. The Directive aims to improve access to redress for European citizens and to improve the consistency and quality of dispute resolution schemes. The UK had to transfer the requirements of the EU ADR Directive into national law by 9 July 2015. We kindly suggest:

Ombudsman Services at: The Brew House, Wilderspool Park, Warrington, WA4 6HL Tel: 03304401614 E mail: [enquiries@os-communications.org](mailto:enquiries@os-communications.org) Web Address: [www.ombudsman-](http://www.ombudsman-)

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services.org. No fees are charged for them receiving a consumer complaint via website, email, or by post.

END UNTIL FURTHER UPDATES...

CONFIDENTIAL

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