Lloyd James Law LLP Complaints Policy

Authorised and regulated by the Bar Standards Board
Last reviewed: 11 November 2026

Our commitment

Lloyd James Law aims to provide clear, personal and effective legal representation. If you are dissatisfied with our service, fees or the behaviour of anyone working for us, please tell us.

We investigate complaints fairly, impartially and promptly. **Our complaints procedure is free of charge.** Making a complaint will not affect the standard of service you receive or result in you being treated unfairly.

You may complain directly to us without involving a solicitor. You may also ask a solicitor, family member or other representative to assist you.

1. Who to contact

All complaints should initially be directed to:

Emma Keegan
Chief Operating Officer
Lloyd James Law LLP
Email: emma@lloydjameslaw.com

You may complain by email, letter, telephone or another reasonable means accessible to you. If you complain verbally, we will record the concerns and check that we have understood them correctly.

If you raise a complaint with another member of the firm, they will pass it promptly to Emma.

If your complaint concerns Emma, she will arrange for it to be referred without substantive involvement to the Head of Legal Practice or another suitable person. Where an internal conflict prevents impartial handling, we will appoint an appropriately independent person. The person complained about will not determine the complaint.

2. Accessibility and support

Please tell us if you need assistance or adjustments to use this procedure. For example, we can discuss alternative formats, communication through a representative, telephone or video discussions, or additional time to explain your concerns.

You do not need to use legal terminology, complete a particular form or describe your concerns as a “formal complaint”.

3. Information to provide

It will help us investigate if you provide:

- Your name, contact details and preferred means of communication;
- Your case reference, if known;
- What happened, when it happened and who was involved;

- Any relevant documents or correspondence; and
- How you would like the matter resolved.

If information is missing, we will help clarify the complaint rather than reject it simply because it is incomplete.

4. When to complain

Please raise concerns as soon as reasonably possible.

We normally ask that complaints be made within 12 months of the event, or within 12 months of when you should reasonably have become aware of the grounds for complaint, if later.

We will consider complaints outside this period individually, taking account of the explanation for delay and whether a fair investigation remains possible.

Our internal timescale does not replace or extend the Legal Ombudsman's separate deadlines, explained below.

5. Acknowledgement and investigation

We aim to acknowledge your complaint within **seven calendar days** of receipt.

Our acknowledgement will identify who is handling it, confirm our understanding of the issues and explain the next steps and anticipated response date. We will provide a copy of this policy.

Where possible, we will resolve straightforward concerns promptly. Otherwise, the investigation may include reviewing your file, correspondence, costs information and relevant records, obtaining explanations from those involved, and seeking further information from you.

We will keep you informed of progress and explain any delay. You will not be required to attend a meeting as a condition of having your complaint considered.

6. Our response and possible remedies

We aim to provide a substantive written response within **28 calendar days** of receiving your complaint.

The response will explain:

- The issues investigated and the enquiries undertaken;
- Our conclusion on each issue and the reasons;
- Any remedy offered and when it will be implemented; and
- Any further review or external complaint options available.

Depending on the findings, a remedy may include an explanation, apology, corrective work, a reduction or refund of fees, appropriate financial redress, or changes to our procedures.

Where a complaint also raises possible negligence or professional misconduct, we may involve our insurers or take appropriate regulatory steps. This will not, by itself, prevent us from investigating its service-related aspects.

7. Review and the eight-week limit

If you disagree with our response, please explain why to Emma. Where appropriate, we will arrange a review by someone not previously responsible for the decision. We aim to complete that review within 14 calendar days.

You do not have to pursue an internal review before contacting the Legal Ombudsman once we have issued our final response, or once eight weeks have passed without satisfactory resolution.

If we have not resolved your complaint within eight weeks of its original receipt, we will explain the position and provide information about any right to refer it to the Legal Ombudsman. An internal review does not restart that period or extend external deadlines.

8. Legal Ombudsman

The Legal Ombudsman independently considers eligible complaints about legal services, including service and fees. Its service is free.

You can normally approach it after receiving our final response or if your complaint remains unresolved after eight weeks. Eligibility is determined under its Scheme Rules; you can contact it directly to check whether it can consider your complaint.

You must ordinarily refer your complaint:

- Within one year of the act or omission complained about, or within one year of when you should reasonably have known there was cause for complaint; and
- Within six months of our final written response, where that response contains the required information about your referral rights and the deadline.

The Legal Ombudsman may extend time limits where it considers this fair and reasonable. Do not assume that continuing discussions with us extends them.

Contact details

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

Information about published decisions is available through the Legal Ombudsman's decision data.

9. Alternative dispute resolution

Where appropriate, we will consider whether an unresolved complaint could be addressed through independent alternative dispute resolution.

One potential provider is ProMediate, whose consumer scheme is described at promediate.org. Any referral would depend on the provider's eligibility requirements and agreement between you and the firm. We will confirm our position and any applicable terms before a referral.

Considering alternative dispute resolution does not automatically suspend the Legal Ombudsman's deadlines.

10. Bar Standards Board

The Bar Standards Board (BSB) regulates Lloyd James Law and the professional conduct of the barristers it regulates.

Concerns about possible professional misconduct may be reported to the BSB, including concerns raised by someone who is not our client. You do not need to await completion of our procedure before reporting a regulatory concern.

The BSB's role differs from that of the Legal Ombudsman: it considers regulatory concerns and cannot award compensation for poor service.

You can find information and report a concern through the BSB's reporting page.

The Barristers' Register provides information about practising barristers and published disciplinary findings.

11. Confidentiality

We handle complaints sensitively and restrict access to those who reasonably need the information to investigate, respond or meet legal, insurance or regulatory obligations.

This may include the person complained about, the investigator, relevant managers, an independent reviewer, our insurers or advisers, the Legal Ombudsman and the BSB, where appropriate.

We will not promise absolute confidentiality where disclosure is necessary or required by law. Personal information will be handled in accordance with our privacy notice and applicable data protection requirements.

12. Records and service improvement

We maintain a record of each complaint, the steps taken, the outcome and any remedy. Complaint records will normally be retained securely for six years after closure, subject to any justified legal or regulatory need for longer retention.

We review complaints at least annually to identify improvements in client care, training and practice management. We also collect and submit complaints information where required by the BSB, using anonymised or aggregated information where appropriate.

Policy owner: Emma Keegan, Chief Operating Officer
Approval: Martyn Hynes, Head of Legal Practice
Next review: November 2027, or earlier if required by regulatory changes.