

Complaints Policy Ontario v1.0

December 2024

Beale & Co LLP is committed to providing a high quality legal service to all our Clients and others we interact with. However, when something goes wrong we need to know about it as this will help us to put it right and will improve our standards for the future.

Our Complaints Procedure

If you are unhappy with any aspect of our service, the matter should be raised in the first instance with the Matter Partner. You will have been given the name of this Partner in our Terms of Business or the retainer letter provided to you at the start of the matter.

What happens next?

1. The Matter Partner will acknowledge your complaint in writing within 14 days and ask you to clarify any aspects that may be unclear.
2. We will record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file(s).
3. If appropriate, we will then invite you to meet with the Matter Partner to discuss, and hopefully resolve, your complaint. We would hope to be in a position to meet with you no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange a meeting within an agreeable timescale, the Matter Partner will write to you setting out their view on your complaint with details of any redress that we feel is appropriate.
4. Within 2 days of any meeting we will write to you to confirm what took place and any actions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please contact our Complaints Partner who will then arrange to investigate the matter and review the decision made by the Matter Partner.

Sheena Sood is the Firm's Complaints Partner and she will aim to respond to you within 14 days. Sheena can be contacted via email at s.sood@beale-law.com.

6. The matter may require more extensive investigation than is possible to complete within 14 days in which case our response to you will indicate what further time period we require. We may wish to meet with you to discuss the matter face to face. Following that investigation we will confirm to you in writing our final position on your complaint.
7. If you are still not satisfied, the Law Society of Ontario can help you if you remain unhappy with the service you have received, or are concerned about this Firm's or a lawyer's behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, disability or other characteristic. Please see the LSO website here [Complaints | Law Society of Ontario](#)

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8. Please note that in most cases the LSO require that they receive your complaint within three years from either the date of the issue you are complaining about or the date you first learned about the issue. You do not need to tell us if you contact the LSO, and we are working hard in the hope that you never feel the need to do so.

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