

COMPLAINTS HANDLING POLICY

Complaints Handling Policy:

We are committed to providing a high-quality legal service to all our clients, however, there may be times where our service falls short of client expectations, resulting in a complaint being made. Where this is the case, every attempt will be made to resolve the complaint promptly. Complaints should, where possible, be made in writing. Every complaint, including those relating to the firm's bill, will be referred to the Principal of the firm Nick Hine (or to Jane Wheeler (Partner), or another Partner, in the case of the Principal's absence or complaints about the Principal), who shall investigate the complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within ten working days of receiving it, enclosing a copy of this procedure.
2. Your complaint will be investigated objectively by the Principal, Nick Hine (or Jane Wheeler/Partner as appropriate), who will review your matter file and speak to the member of staff who acted for you.
3. We will endeavour to resolve your complaint within eight weeks of receipt, however, the length of time will depend on the nature of your complaint and therefore we will notify you of the timetable applicable to your complaint.
4. We will notify you of the outcome of your complaint together with a description of any action which has been, or shall be, taken and if appropriate, any offer of compensation.

5. Where the facts surrounding the complaint are complex or sensitive, you may be invited to attend a meeting at our offices to elaborate on your complaint and to answer any questions about it. However, if you do not want to attend a meeting, or if it is not possible for you to do so, we will send you a detailed written reply to your complaint (as above).
6. If you remain dissatisfied with your complaint, you may be entitled to refer your complaint to the Legal Ombudsman:
Legal Ombudsman,
PO Box 15870
Birmingham
B30 9EB

Normally, you will need to bring a complaint to the Legal Ombudsman (www.legalombudsman.org.uk) within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it).

For further information, you should contact the Legal Ombudsman:
Visit: www.legalombudsman.org.uk
Call: 0300 555 0333 between 9am to 5pm
Email: enquiries@legalombudsman.org.uk
Legal Ombudsman PO Pox 6806, Wolverhampton, WV1 9WJ

7. The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonest, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority (<http://www.sra.org.uk/consumers/problems/report-solicitor.page>)