

## **Client Complaints Procedure**

We are committed to providing a high-quality legal service to all our clients. When you think something goes wrong, we need you to tell us about it. This will help us to improve our standards. We would always want our clients to raise any concerns as soon as practicable with the member of staff who is undertaking their work.

However we accept that there may be occasions when the member of staff is unable to resolve your complaint or you may feel it is sufficiently serious that you want a more senior member of the firm to investigate this matter on your behalf.

If you have a complaint which you feel has not been dealt with satisfactorily by the member of staff concerned, please contact our Complaints Officer – Dr. Tony Harvey.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint normally within three days of receiving it, enclosing a copy of this procedure.
2. The Complaints Officer will then investigate your complaint. This will normally involve a review your matter file and a discussion with the member of staff who acted for you and may involve asking you to give further information regarding your complaint.
3. The Complaints Officer will consider whether the matter can be dealt with more informally, for example, by correspondence or telephone, or whether a meeting with you is required. If so, we will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this normally within 15 working days of sending you the acknowledgement letter. However complaints come in all shapes and sizes and dealing with it may take longer in which case we will give you our anticipated response time.
4. We will write to you normally within 15 working days of our compliant discussion with you confirming our final position on your complaint and explaining our reasons. However if the complaint is a complex one it may take longer in which case we will give you our anticipated response time.
5. If you are still not satisfied, you may be able to complain to the Legal Ombudsman. The Legal Ombudsman will normally only deal with complaints from members of the public, very small businesses, charities, clubs and trusts. Please contact the Ombudsman direct to clarify whether he will consider your complaint. Your complaint must be normally made to the Legal Ombudsman within 6 months of your receiving our final decision on your complaint.

A complaint to the Legal Ombudsman must be made:

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SOLICITORS

- Within six months of receiving our final response to your complaint; and
- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was a cause for complaint

You may contact the Legal Ombudsman at:

Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

6. If we have to change any of the timescales above, we will let you know and explain why.
7. In some circumstances you may be able to complain to our Regulator – The Solicitors Regulation Authority (SRA).

For more information see: <https://www.sra.org.uk/consumers/problems/report-solicitor/>

Please note, however, that the SRA do not usually deal with complaints about:

- Delays or communication
- Disagreements about your bill
- Isolated mistakes by us