

## **COMPLAINTS HANDLING PROCEDURE**

### **Our complaints policy**

We are committed to providing a high quality legal service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to monitor and continually improve our standards.

### **Our complaints procedure**

If you have been unable to resolve your concerns with the person primarily responsible for dealing with the matter and you have a complaint, we will ask you to contact our Operations Director with the details.

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

1. The Operations Director will send you a letter acknowledging receipt of your complaint normally within 3 working days of receipt and enclose a copy of this procedure. The complaints procedure is always available from the Operations Director or directly on our website [www.hayesandstorr.co.uk](http://www.hayesandstorr.co.uk)
2. The Operations Director will then investigate your complaint. The Operations Director will review your file and speak with the person who acted for you, together with the Head of the Department concerned.
3. Should we require additional information or need to invite you to a meeting to discuss and hopefully to resolve the matter, the Operations Director will contact you within 14 days of our acknowledgement letter. Following any meeting, we will write to you normally within 3 working days of the meeting date confirming what took place and any solutions agreed with you.
4. Should a meeting, for whatever reason, not have taken place, we will send a detailed reply to your complaint, including any suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Director to review the matter.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

7. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint at:

PO Box 6806  
Wolverhampton  
WV1 9WJ.

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).  
Email: [enquires@legalombudsman.org.uk](mailto:enquires@legalombudsman.org.uk)  
Telephone: 0300 555 0333

Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final written response to your complaint.

If we have been unable to respond fully to your complaint within 8 weeks you may refer the matter to the Legal Ombudsman. Under normal circumstances a complaint must be brought to the attention of the Legal Ombudsman within 6 years of the problem that initiated the complaint.

8. Should we require additional time at any of the above stages to investigate your complaint, we will write to you within the timeframes specified above to explain why there is a delay and to give you an updated timeframe.