

ALLINGTON HUGHES LIMITED

CLIENT COMPLAINT INFORMATION

COMPLAINTS PROCEDURE

OUR COMPLAINTS POLICY

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is dealing with your matter, who will immediately inform their supervisor, and/or contact their supervisor directly to discuss your concerns and we will do our best to resolve any issues at this stage. Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, 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

OUR COMPLAINTS PROCEDURE

If you would like to make a formal complaint, then please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 7 working days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within 2 working days of receiving your complaint.
3. We will acknowledge any reply to our acknowledgement letter and confirm what will happen next.
4. We will then start to investigate your complaint. This will normally involve the following steps:
 - The Practice Manager will ask the member of staff who acted for you to reply to your complaint within 5 working days provided the member of staff is not on leave in which case the reply will be requested within 5 working days of their return from leave.
 - He/she will then examine their reply and the information in your complaint file and, if necessary, he/she may also speak to them. This will take up to 5 working days from receiving their reply and the file.
5. Within 5 working days of completing the investigation the Practice Manager dealing with your complaint will either:

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- Invite you to meet him/her and hopefully resolve your complaint; or
- Send you a detailed reply to your complaint

If a meeting does take place we will write to you to confirm what took place and any solutions he/she has agreed with you.

We have eight weeks to consider your complaint.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman.

- Within six months of receiving a final response to your complaint

and

- No more than six years from the date of the act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am and 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ