

## **COMPLAINTS PROCEDURE**

### **Our complaints policy**

Hextalls Law is committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us. This will help us improve our standards, whilst at the same time seeking to resolve your complaint.

### **Our complaints procedure and your rights**

If you have a complaint, please contact us with the details. You may do this in writing (letter or e-mail) or by telephone if you prefer. You should first contact the person dealing with the case, or their supervisor (whose name will be in the client care letter you were sent) if you prefer. The lawyer dealing with the case or their supervisor will inform the client care officer, David Hadfield, of your complaint but you may contact him directly if you wish.

This complaints procedure applies to any complaint you may have, including complaints about the company's bill(s). In respect of any complaint, including one about our fees, you may also have the right to complain to the Legal Ombudsman, especially if dissatisfied with our response to your claim. In relation to our bills you may also be able to apply to the court for an assessment under Part III of the Solicitors Act 1974 and this right is set out on the reverse of any invoice you receive from us. Details relating to the Legal Ombudsman are at the end of this document.

### **What will happen when you complain?**

We will do the following:

1. We will tell David Hadfield, the client care officer about your complaint and he 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. If the client care officer is away, another senior person in the firm will do this.

2. We will send you an acknowledgment of your complaint and may ask you to explain it in more detail. We will tell you who will be handling your complaint. This may not be the client care officer but whoever deals with the complaint will work in conjunction with him and will not be the person who was dealing with your matter.

Hextalls Ltd t/a Hextalls Law is a Limited Company registered in England & Wales - Registered No: 06862797. Authorised and Regulated by the Solicitors Regulation Authority - Registered No: 510587 Registered Office: Hextalls Ltd, Third Floor, Innovation House, 97 London Road, Bishop's Stortford, Herts CM23 3GW. A list of directors is open for inspection at this office.



You can expect to receive our acknowledgment within 4 working days of us receiving your complaint. If we need more detail, we might ask you to telephone us to discuss the complaint.

3. We will then start to investigate your complaint. This will normally involve the following steps:
  - The person dealing with your complaint will:
    - tell the person who acted for about your complaint and ask for their response within 7 working days; and
    - examine their reply and the information in your complaint file and possibly speak to them. This will take up to a further 5 working days from receiving their reply and the file.
4. Within a further 5 working days, we will then contact you with a response to your complaint. We may offer to meet you or to have a telephone discussion and if we do so, within 3 working days of the meeting/discussion we will write to confirm what took place and any solutions/steps that we have agreed with you. This will hopefully resolve your complaint.
5. After this if you are not satisfied you can contact us again. We will then review our decision, and let you know the result of the review within 15 working days of your request for a review. The person who reviews the complaint will not be the person who dealt with it first. We will normally write to you confirming our final position and explaining our reasons.
6. When undertaking the review, we may invite you to agree to independent mediation. If we consider mediation appropriate, we will let you know how long this process will take and what it involves.
7. We will try to keep to the timescales set out above. But sometimes this might not be possible; for example, if the person dealing with your matter is away from the office when your complaint is received. If this happens we will write and tell you and say when we will be able to deal with your complaint.
8. If we are unable to resolve your complaint, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. You may contact the Legal Ombudsman, PO Box 6167, Slough, SL1 0EH. The telephone number is 0300 555 0333 or if calling from abroad +44 121 245 3050. Their website is [www.legalombudsmanorg.uk](http://www.legalombudsmanorg.uk).

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.