

COMPLAINTS PROCEDURE

Our complaints policy

Hextalls Ltd t/a Hextalls Law is committed to providing a high-quality legal service to all its 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 initially contact the fee earner dealing with the case, or, if he or she is not a Partner and if you prefer to do so, the Partner responsible for your case. The fee earner or Partner will inform the Client Care officer, David Hadfield, of your complaint but you may contact him direct yourself 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 addition, in relation to our bills you may be able to apply to the court for an assessment under Part III of the Solicitors Act 1974. Details relating to the Legal Ombudsman are at the end of this document.

What will happen next as regards your complaint?

We will instigate the following procedures:

1. Your complaint will be notified to the Client Care officer, and we will record your complaint in our central register and open a separate file for your complaint.

We will do this within 2 working day of receiving your complaint.

2. We will send you a letter acknowledging your complaint and asking you if necessary to confirm or explain the details set out. We will inform you of the name of the person 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.

You can expect to receive our letter within 4 working days of us receiving your complaint.

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, Second Floor, Charrington's House, The Causeway, Bishop's Stortford, Herts CM23 2ER. A list of directors is open for inspection at this office.



Alternatively, if you prefer, we can deal with this part of the procedure by telephone or at a meeting.

3. We will then start to investigate your complaint. This will normally involve the following steps:
 - The Client Care officer or person dealing with your complaint will:
 - ask the member of staff who acted for you to report to him on your complaint within 7 working days.
 - examine their reply and the information in your complaint file. If necessary, he may also speak to them. This will take up to a further 5 working days from receiving their reply and the file.
4. We will then, within a further 5 working days, offer to hold a meeting with you to discuss and, we hope, resolve your complaint. If you agree to meet us, then within 3 working days of the meeting taking place we will write to you to confirm what took place, and any solutions/steps that we have agreed with you.
5. If you do not wish to attend a meeting with us, then within 5 working days of your telling us this we shall write to you with our response to your complaint.
6. After this if you are still not satisfied you may contact us again. We will then arrange to review our decision, which we shall do within 10 working days. We will let you know the result of the review within 5 working days of the end of the review. At this time we will normally write to you confirming our final position on your complaint and explaining our reasons.
7. When undertaking the review mentioned above at paragraph 6, we may invite you to agree to independent mediation, which will be done within the 10 working day review period. If we consider mediation appropriate, we will let you know how long this process will take and what it involves.
8. We will try to keep to the timescale set out above. There may, however, be times when this is not possible due to unforeseen circumstances; for example, if a relevant fee earner is away from the office when your complaint is received. If this happens we will write and tell you and say when we hope to be able to deal with your complaint.
9. If you remain dissatisfied you may contact the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. The telephone number is 0300 555 0333 or if calling from abroad +44 121 245 3050. Their website is as follows: www.legalombudsman.org.uk, and you may contact them at enquiries@legalombudsman.org.uk.

If you wish to take your complaint to the Legal Ombudsman you must ordinarily do so within six months of your receiving a written response to your complaint from us. Also and normally you must refer a complaint to the Legal Ombudsman within a year from the act/omission you are

complaining about occurring or from when you should have reasonably known it had occurred. However, the ombudsman has the discretion to accept complaints outside of the time limits in exceptional circumstances.