

LHD Solicitors Ltd

Complaints Handling Procedure

Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it so we can do our best to resolve any issues you have. This will help us to improve our standards of service. Our aim is to resolve any issues you might have as quickly and amicably as possible.

If you have a complaint or have any concerns about our services or a bill, please follow the following steps.

1. Most issues can be resolved quickly by contacting the person acting on your behalf and letting them know what concerns you have. Please contact your representative by phone or e-mail and they will try to solve the issue to your satisfaction.
2. If you feel uncomfortable doing this or your representative does not deal with your concerns to your satisfaction then the next step is to contact our Director who is responsible for Client Care, John Halewood-Dodd. He can be contacted on 01524 846024 or e-mail john.halewood-dodd@lhdlaw.co.uk. If the complaint is about John, then please contact Darren Halsted on 01524 846024 or e-mail Darren.halsted@lhdlaw.co.uk. Please explain the reasons for your concerns and if possible in writing.

What will happen next?

- a) We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- b) Whoever is handling the complaint on your behalf will investigate the issue. This will involve speaking to any staff concerned and looking at your file. It may also require a meeting with yourself.
- c) Having investigated the matter fully John Halewood-Dodd or Darren Halsted will send you a detailed written reply to your complaint, including any suggestions for resolving the matter if appropriate, within 21 days of sending you the acknowledgement letter.
- d) If after the initial investigation you are still not happy you have a right to appeal. In these circumstances you should write again with your reasons for an appeal and we will ask another member of staff to consider the matter on your behalf. We will let you know the outcome of the appeal within 7 days.

If we have to change any of the timescales above, we will let you know and explain why. We are allowed a period of 8 weeks to resolve your complaint.

Please be aware there are no charges to you for dealing with a complaint.

The Legal Ombudsman

The Legal Ombudsman (LEO) is the regulatory organisation responsible for dealing with complaints about legal services. If at the end of our complaints procedure you are still not happy with the outcome then you are able to raise the issue with the LSO by contacting them at The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. Or call their Helpline on 0300 555 0333 or e-mail enquiries@legalombudsman.org.uk

Please be aware that the LEO will not consider your complaint until our own internal complaint procedure has been completed.

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

The **Solicitors Regulation Authority (SRA)** 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. Details about how to complain about a solicitor to the SRA can be found on their website www.sra.org.uk