



Complaints Handling Procedure

Hereford, Leominster and Hay-on-Wye branches

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we would like you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact us with the details by letter, telephone, fax, email or by coming into the office - whichever is more convenient for you. You may wish to contact the person who is working on your case to discuss your concerns but we recognise that you may not wish to do this. If not, or if you are not satisfied with the response you get from the lawyer dealing with your case, please say so and the next section will apply.

What will happen next?

1. We will send you a letter (or email or fax if appropriate) acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then start the initial investigation of your complaint. This will normally involve passing your complaint to our client care partner, James Lee, who will review your matter file and speak to the member of staff who acted for you.
3. James Lee will then invite you to a meeting to discuss and hopefully resolve your complaint. He will generally be able to do this within 14 days of sending you the acknowledgement letter. In many cases the meeting enables us to more fully understand your complaint and we then investigate the matter further by reviewing your file once more and again speaking to the member of staff who acted for you. Within seven days of the meeting, James Lee will write to you to confirm what took place and any solutions he may have agreed with you or is proposing. If you prefer a telephone discussion rather than a meeting, please let us know. We are happy to communicate with you by any reasonable means.
4. If you do not want a meeting or it is not possible, James Lee will send you a detailed written reply to your complaint, including his 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 partner to review the decision.
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 at PO Box 6806, Wolverhampton, WV1 9WJ. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman www.legalombudsman.org.uk – telephone 0300 555 0333 or email enquires@legalombudsman.org.uk. You may find it helpful to read their Complaints Acceptance Policy. Please note they will not normally investigate a complaint until we have had an opportunity to consider your complaint with you. If your complaint is about our bill you may also have the right to object to the bill by applying to the Court for an assessment of the bill under Part III of the Solicitor Act 1974 but if you do apply to the Court, the Legal Ombudsman may not deal with your complaint about our bill.

If we have to change any of the timescales above, we will let you know and explain why.

Contact Us

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Hay-on-Wye Office

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