



**hethertons**  
SOLICITORS

## COMPLAINTS HANDLING PROCEDURE

### OUR COMPLAINTS POLICY:

We are committed to providing a high quality service to all our clients: Occasionally we accept that things may go wrong, and when this happens, we need you to tell us about it. This helps us to improve our standards and to reduce opportunities for mistakes in the future.

### OUR COMPLAINTS PROCEDURE:

If you have a complaint, please contact us with the details. You may make a complaint verbally, but it will help us to respond more fully if you make it in writing.

### WHAT WILL HAPPEN NEXT:

1. We will send you a letter acknowledging receipt of your complaint within 3 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve consideration of the complaint by the senior partner of the firm, Simon Nellar. He will review the matter file and speak to the member of staff who has been acting for you or is otherwise involved.
3. Within 21 days of our acknowledgment letter, we will write to you with a detailed reply to your complaint, and our suggestions as to how the matter might be resolved.
4. Alternatively, instead of a detailed reply at this stage, we may suggest a meeting to discuss your complaint, when hopefully we may agree how it should be resolved. If you do not want a meeting where this is offered, please tell us immediately and we will send you a detailed reply to your complaint in writing within 14 days of receiving your decision.
5. If we cannot resolve your complaint to your satisfaction you may repeat your complaint to the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ. Ordinarily the act or omission which is the subject of the complaint, or the date when you realised that you might have cause for complaint, must be after 5 October 2010, and you must refer the complaint to the Legal Ombudsman within 6 years of that act or omission or within 3 years from the date that you should reasonably have known that you had a cause for complaint.
6. You must in any event refer your complaint to the Legal Ombudsman within 6 months of our final decision on your complaint.

7. For further information you may contact the Legal Ombudsman on telephone 0300 555 0333, by email to [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), or you may refer to their website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).
8. If we have to change any of these timescales mentioned above, we will let you know and explain why.

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