

## **CLEMENT HUGHES & CO**

### **Complaints Procedure**

#### **Our complaints policy**

We aim to offer a friendly and efficient service. 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. This will help us to improve our standards.

If any difficulty should arise, or you have a complaint about any aspect of the service we provide, which includes a complaint about the bill, you should first raise the matter with the fee earner responsible for the conduct of your transaction. If this does not resolve the issue then we would ask that you raise the matter in writing with Mrs Heather Cartwright, the Complaints Officer, who will then arrange for your complaint to be independently investigated by one of the partners. Any formal complaint will be recorded and fully investigated in accordance with the firm's policy.

If you have a complaint, please contact us with the details.

#### **What will happen next?**

1. We will send you a letter acknowledging receipt of your written complaint within seven days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of the partners, who will review your file and speak to the partner or member of staff who acted for you.
3. The investigating partner will then invite you to a meeting to discuss and hopefully resolve your complaint. He or she will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the investigating partner will write to you to confirm what took place and any solutions he or she has agreed with you.
5. If you do not want a meeting, or it is not possible, the investigating partner will send you a detailed written reply to your complaint, including his or her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the firm to review the decision.
7. 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.

8. If you are still not satisfied, you can then contact the Legal Ombudsman and have your complaint investigated independently. The Legal Ombudsman investigates complaints about service issues with Solicitors. Their contact details are as follows:-

Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH  
Telephone 0300 555 0333  
[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
e-mail : [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.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.

9. If your complaint is in connection with a breach of the SRA Principles then your complaint should be addressed to:-

The Solicitors Regulation Authority  
199 Wharfside Street  
Birmingham  
B1 1RN

Email: [report@sra.orh.uk](mailto:report@sra.orh.uk)

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