



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 5 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 Business Manager of the firm, Rachel Bolderow, by Director Anthony Corps or by another of the firm's Directors. She / 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 28 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 contact you by telephone or by email to discuss your complaint, when hopefully we may agree how it should be resolved. We may suggest a meeting with you to discuss the complaint. 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 have not been able to resolve your complaint within a period of 8 weeks from the date of receipt, you may repeat your complaint to the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH. Ordinarily you must refer the complaint to the Legal Ombudsman within 1 year of the act or omission which is the subject of your complaint or within 1 year 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 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, or you may refer to their website at www.legalombudsman.org.uk.
8. The Legal Ombudsman deals with complaints about the service you have received. You can find more information about the Legal Ombudsman and the type of complaints that they will deal with on their website <https://www.legalombudsman.org.uk/how-we-work/>
9. If however you have a complaint about a solicitor's professional conduct or behaviour (for example an allegation relating to their integrity or honesty), or perhaps a breach of the Solicitors Code of Conduct, you may wish to make a complaint to the Solicitors Regulation Authority (SRA). You can find more information about such complaints on the SRA website at <https://www.sra.org.uk/>
10. If we have to change any of these timescales mentioned above, we will let you know and explain why.

01/2025