

Latimer Hinks – COMPLAINTS PROCEDURE

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 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 complaint within three 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 our complaints handling Director, Mrs Anne Elliott, who will review your matter file and speak to the member of staff who acted for you.
3. Mrs Elliott will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mrs Elliott will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Mrs Elliott will send you a detailed written reply to your complaint, including 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 Director or someone unconnected with the matter at the firm to review her 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 your complaint has not been resolved to your satisfaction within eight weeks of making your complaint, you can contact the Legal Ombudsman about your complaint.

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Email: enquiries@legalombudsman.org.uk
Tel: 0300 555 0333

Full details of the kind of complaints which the Ombudsman will accept, can be found on their website at <http://www.legalombudsman.org.uk/>.

Please note that you can usually only contact the Ombudsman within 6 months of receiving a final written response from us about your complaint. Complaints must be made within 6 years from the date of the act/omission or 3 years from when you should have known about the complaint. The Ombudsman will not accept complaints where the act/omission/date of

awareness was before 6th October 2010. You should also note that the Ombudsman may not consider a complaint about a bill if you have applied to the court for it to be assessed.

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