



ison harrison
solicitors

COMPLAINTS HANDLING PROCEDURE

OUR COMPLAINTS POLICY

We are committed to providing a high level legal service to all of our clients. When something goes wrong we need you to tell us about it. This will help us improve our standards.

OUR COMPLAINTS PROCEDURE

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 3 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care Partner, Jonathan Wearing, who will review your file and speak to the member of staff who acted for you. Minor complaints may be dealt with by Branch Managers. All serious or actionable complaints must be dealt with by Jonathan Wearing.
3. Jonathan Wearing will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within 3 days of the meeting, Jonathan Wearing will write to you to confirm what took place and any solutions that he has agreed with you.
5. If you do not want a meeting, if it is not possible, if it is not warranted or matters are resolved by telephone conversation, Jonathan Wearing 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.

6. 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 which will then take place within 14 days.
7. We will write to you within 7 days of completing the review confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact the Legal Ombudsman (PO Box 6806 Wolverhampton WV1 9WJ, telephone 0300 555 0333, e-mail enquiries@legalombudsman.org.uk) about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint **and** within the following timescales:
 - a) six years from the date of the act or omission about which you are complaining occurring, **or**
 - b) Three years from the date you should reasonably have known there were grounds for complaint. The Legal ombudsman will not accept complaints where the act or date of awareness was before 6th October 2010.
9. If we have to change any of the above, including the timescales, we will let you know and explain the reason why.
10. The complaints procedure also includes complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; and that if all, or part, of a bill remains unpaid, the firm may be entitled to charge interest.