



H3 SOLICITORS LIMITED

COMPLAINTS POLICY

Our Complaints Policy

We are committed to providing a high-quality service to our clients and we pride ourselves on our thorough and professional approach to our work.

While we rarely receive complaints, we believe that it is important to have procedures in place to help you in the unlikely event of your wishing to make a complaint.

The following procedure is intended to inform you of the way in which we handle complaints, and help you to decide the best approach to take. When something goes wrong, we need you to tell us about it.

Our Complaints Process

The person with overall responsibility for managing complaints is Duncan Harvie, CEO.

We ask that you communicate your complaint to us in writing setting out your particular concerns. This helps us to understand your complaint and respond to it.

If you want to raise a complaint under this process, please email Duncan Harvie, duncanharvie@h3solicitors.co.uk. Alternatively you can write to the lawyer with conduct of your matter, or request that your complaint be forwarded to Helen Harvie, Principal.

What will happen next?

1. We will send to you an acknowledgement of your complaint within five working days of receipt and enclose a copy of this Complaints Policy. We will at that stage decide who is best placed to respond to your complaint. We will also record your complaint in our central register.
2. We will then investigate your complaint. This may involve inviting you to a meeting to discuss your concerns.
3. We will send you a reply to your complaint within 15 working days of receipt. If we are unable to respond to you within that time, we will inform you. The majority of matters are

4. resolved at this stage. However, if you remain unhappy, you are free to write to us again to set out your concerns.

If your complaint is not resolved to your satisfaction within eight weeks of it having been made to us, you have the right to complain to the Legal Ombudsman (LeO). Any complaint to LeO must usually be made within six years from the act or omission complained of, or within three years from when you should have reasonably known of the cause for complaint. Further, you must raise your complaint with LeO within six months of our written response to your complaint. We hope that this will not be necessary, but LeO can be contacted by telephone on 0300 555 0333, by email at: enquiries@legalombudsman.org.uk or by post at Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ. We will remind you of this right to complain to LeO at the conclusion of our complaints process.

Where we are unable to resolve your complaint, you also have the option of contacting an alternative complaints body competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We will inform you at the end of the complaints procedure whether we agree to the use of an alternative complaints body.

We are of course always glad to receive your comments on our services and to hear how we can help to improve it. Any complaint is always taken very seriously and if you do find cause for complaint you can be assured that it will be investigated thoroughly.