

## HUTCHINSON & BUCHANAN COMPLAINTS PROCEDURE

### **Our Complaints Policy**

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.

### **Our Complaints Procedure**

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

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

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within three days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within a day of receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps.
  - We will pass your complaint to Mr Tony Storey, our Client Care Partner, within three days.
  - He will ask the member of staff who acted for you to reply to your complaint within five days.
  - He will then examine their reply and the information in your complaint file, and, if necessary, he may also speak to them. This will take up to three days from receiving their reply and the file.
4. Mr Storey will then invite you to a meeting and discuss and hopefully resolve your complaint. He will do this within fourteen days of sending you your acknowledgement letter.
5. Within three days of the meeting, Mr Storey will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Mr Storey will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 21 days of sending your acknowledgement letter.
6. At this stage, if you are still not satisfied, contact us again and we will then arrange to review our decision. This will happen in one of the following ways:

- Another Partner in the firm will review Mr Storey's decision within 10 days.
  - We will ask our local Law Society or another local firm of Solicitors to review your complaint within five days. We will then let you know how long this process will take.
  - We will invite you to agree to independent mediation within five days. We will let you know how long this process will take.
7. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact:

Legal Ombudsman,  
PO Box 15870  
Birmingham  
B30 9EB

about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

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

6<sup>th</sup> October 2010