

COMPLAINTS HANDLING PROCEDURE

1. Introduction

We are committed to providing a high quality legal service. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to our fees, please do not hesitate to raise any concern with us.

2. How do I make a Complaint?

2.1 You can contact us in writing (by letter or email) or by speaking with our complaints partner, whose contact details are: Anne Colquhoun, Rotterdam House, 116 Quayside Newcastle upon Tyne, NE1 3DY, tel: 0191 823 7117 email: annecolquhoun@goodharts.co.uk

2.2 Please provide the following information:

your full name and contact details

what you think we have got wrong

what you hope to achieve as a result of your complaint, and

your file reference number (if you have it)

3. How will we deal with my Complaint?

3.1 We will write to you within three working days acknowledging your complaint.

3.2 We will investigate your complaint. This will usually involve:

3.2.1.1 Reviewing your complaint

3.2.1.2 Reviewing your file(s) and other relevant documents, and

3.2.1.3 Speaking with the person who dealt with your matter.

3.3 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

3.4 We will update you on the progress of your complaint at appropriate times. We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

3.5 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

4. What if I am not satisfied with the Outcome?

- 4.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.
- 4.2 If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman by post at PO Box 6806, Wolverhampton, WV1 9WJ or by telephone: 0300 555 0333, or by email: enquiries@legalombudsman.org.uk
- 4.3 You must usually refer your complaint within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the website: www.legalombudsman.org.uk.

5. What will it cost?

- 5.1 We will not charge you for handling your complaint.
- 5.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.
- 5.3 The Legal Ombudsman service is free of charge.