

COMPLAINTS POLICY

This Policy sets out the procedure which will be applied in the unlikely event that you wish to make a complaint.

The firm, Himsworths Legal Limited, is defined as Himsworths herein.

Should anything within the Policy be unclear please do get in touch.

Introduction

Himsworths is committed to providing high quality advice and service to clients.

This complaints policy is designed to provide clients with comfort that complaints will be dealt with in a timely and professional manner and that, where appropriate, there is a mechanism for independent assessment.

Complaints Policy

What is a complaint?

A report by a client that their expectations of what they consider to be a good service have not been met.

Prospective Clients: (new paragraph heading)

A complaint can also be made by a prospective client if we have:

- Unreasonably refused a service to a complainant;
- Persistently or unreasonably offered a service that the complainant does not want.

What should you do?

If you believe that you have cause to make a formal complaint you should set out the basis of your complaint in writing and send it by email to the following address:

Email – info@himsworthslegal.com

If you would rather send the complaint by post it can be sent to the following address (however, please allow a further 5 days for any response)

FAO: Compliance, Himsworths Legal Ltd. Fountain Court, 2 Victoria Square, Victoria Street, St Albans, AL1 3TF

This procedure will also apply to prospective clients who we have refused to provide a service to or persistently or unreasonably offered an unwanted service to but only if the claimant has evidence to show that we did not have reasonable grounds to do so.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint and enclosing a copy of this procedure, within three working days of us receiving your complaint.
2. We will then investigate your complaint. This will normally involve passing the file to the Principal (Matthew Himsworth), who will review the matter.
3. You will then be invited to a meeting to discuss and hopefully resolve your complaint. This will be done within seven working days of sending you the acknowledgement letter. If further time is needed you will be informed.
4. Within three working days of the meeting, we will write to you to confirm what took place and any solutions or remedies agreed with you.
5. In some circumstances it will not be appropriate for a meeting to take place. In these circumstances, or indeed if you do not wish to have a meeting, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within twenty one working days of sending you the acknowledgement letter. It may be necessary in these circumstances for us to send an interim letter with some further questions about your complaint.
6. At this stage, if you are still not satisfied, you should contact us again. With your consent, arrangements will then be made for a member of the Solicitors Sole Practitioners Group or the local Law Society or another solicitor to review your complaint. You will be advised of how long this will likely take.
7. You will be advised of the outcome of the review within seven working days of the end of the review.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at enquiries@legalombudsman.org.uk or PO Box 6806, Wolverhampton, WV1 9WJ, about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of receiving our final written response about your complaint and 6 years from the date of the act or omission giving rise to the complaint. Alternatively 3 years from the date you should reasonably have known there are grounds for complaint (if the act/omission took place before 6 October 2010 or was more than 6 years ago). Further information can be obtained from the Legal Ombudsman (tel: 0300 555 0333 or enquiries@legalombudsman.org.uk).

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

The Legal Ombudsman may:

- Investigate the quality of professional service supplied by a solicitor to a client.
- Investigate allegations that a solicitor has breached rules of professional conduct.
- Investigate allegations that a solicitor has unreasonably refused to supply a professional service to a prospective client.
- Investigate allegations that a solicitor has persistently or unreasonably offered a professional service that the client does not want.

European Commission - <http://ec.europa.eu/consumers/odr>