

COMPLAINTS HANDLING PROCEDURE

Our complaints policy

We are committed to providing a high-quality legal service to all our clients and pride ourselves on our reputation. When something goes wrong, we are not only very sorry, but we actively encourage you to tell us about it. This will help us seek to correct matters and improve our standards generally.

Our complaints procedure

If you have a complaint about our service or a bill that we have raised or both, please contact us with the details.

The person to contact is **Ingmar Heil**, and we ask that the details of your complaint be put in writing to him at:

- 4 Burkes Parade, Beaconsfield, Buckinghamshire, HP9 1NN; or
- ingmarheil@leighduncan.co.uk

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 14 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve Ingmar Heil reviewing your file and speaking to the member of staff who acted for you.
3. Ingmar Heil will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 21 days of sending you the acknowledgement letter.
4. Within 14 days of the meeting, Ingmar Heil will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Ingmar Heil will instead send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 28 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 review of the decision. The review will be conducted by Ingmar Heil unless you request that it be conducted instead by our other partner, Janine Heil.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.
9. If we have been unable to resolve your complaint to your satisfaction, you can contact **the Legal Ombudsman** for them to look at your complaint independently.

Online: www.legalombudsman.org.uk/contact-us/

Post: PO Box 6167, Slough, SL1 0EH

Tel: 0300 555 0333 or 0121 245 3050

Email: enquiries@legalombudsman.org.uk

Please note:

The Legal Ombudsman will check whether you have first tried to resolve your complaint with us before they accept a complaint for investigation.

There are time limits within which complaints must be made to the Legal Ombudsman. Your complaint must be made to them:

- within six months of receiving our final response under step 7 above and
- no later than 12 months from (a) when the problem occurred or (b) when you should reasonably have become aware of the problem

[For further information about the Legal Ombudsman and their procedures and requirements, or for any questions about their time limits, please contact them directly. If you are not an individual who is directly our client, please check first with the Legal Ombudsman whether they can accept a complaint from you.]

The Solicitors Regulation Authority

If you have a concern that is not about our service but about our professional conduct, then the Solicitors Regulation Authority may be able to help you. The Solicitors Regulation Authority take action where solicitors are dishonest, break their professional rules, fail to meet required standards or shut down without following proper procedure.

Online: www.sra.org.uk/report

Post: The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Tel: 0370 606 2555

Email: contactcentre@sra.org.uk