



Griffiths & Hughes Parry Solicitors

Complaints Handling Policy

Complaints Procedure

We are always committed to providing a high-quality legal service to all our clients. In the unlikely event something goes wrong please tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint, please contact Mr S. Geraint Jones, our Client Care Officer. You can write to him by email at geraintj@ghpsolicitors.co.uk or at 7 Brynford Street, Holywell, Flintshire, CH8 7RD or you can telephone him on 01352 711815. Mr Jones will deal with your complaint personally in conjunction with your Fee Earner. Your complaint will be dealt with fairly and impartially.

What will happen next?

- We will send you a letter acknowledging your complaint and we will ask you to confirm or explain the details set out. We will also let you know how we propose to deal with your complaint. You can expect to receive our response within 7 working days of us receiving your complaint.
- We will record your complaint in our central register and open a file for your complaint.
- We will acknowledge your correspondence setting out details of your complaint and confirm what will happen next. You can expect to hear from us within fourteen days of your reply, subject to any points that need clarification.
- We will then start to investigate your complaint. This may involve one or more of the following steps: • We may ask the member of staff who acted for you to reply to your complaint within 14 days. • We may examine their reply and the information in your complaint file. We may then ask them for more information. This will take up to 10 working days from receiving their reply and the file.
- We may invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 working days of receiving all the details we need from the member of staff acted for you.
- Within 7 working days of any meeting we will write to you to confirm what took place and any solutions we have agreed with you including whether any unsatisfactory procedures need correcting
- At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision within 14 working days.
- We will let you know the result of the review within 14 working days of the end of the review. At this time we will write to you confirming our final position on your complaint and expressing our reasons. We will give you the name and address of The Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint.

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

Legal Ombudsman

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service that we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, you can read our full Complaints Procedure as stated above. Making a complaint will not affect how we handle your case.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:-

- Within six months of receiving our final response to your complaint; and
- No more than one year from the date of the act or omission being complained of or about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

For more information about the Legal Ombudsman contact:-

Website: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9:00am and 5:00pm.

Email: enquiries@legalombudsman.org.uk

Post: You can write to the Legal Ombudsman at PO BOX 6806, Wolverhampton, WV1 9WJ.

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristics.

You can visit their website at www.sra.org.uk to see how you can raised your concerns with the Solicitors Regulation Authority.

Solicitors Regulation Authority

If someone thinks a solicitor might be dishonest or you have concerns about their ethics or integrity, they have the right to notify our regulator, the Solicitors Regulation Authority (SRA). There are no time limits for making a report but there are limits on what the SRA will consider. Please note that the SRA is not able to deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman).

For further information about the SRA's role and the means to make a complaint, please contact the SRA on 0370 606 2555 or visit:

<https://www.sra.org.uk/consumers/problems/report-solicitor.page#report>