Complaints
Handling Procedure

Introduction

At HCR Legal LLP we are committed to providing a high-quality service to our clients but acknowledge that there may be times when we do not meet the standards we set for ourselves and that our clients expect from us. It is important for us to know if you are not satisfied with our service. Please note that we will not charge you for investigating your complaint.

How to make a complaint

You can contact the complaints team by:

- Telephone – **01905 612001**
- Email – **complaints@hcrlaw.com**
- Post – addressed to **105 High Street, Worcester, Worcestershire, WR1 2HW**

Our Complaints Manager is Karen Phull (kphull@hcrlaw.com) When providing details of your complaint please provide as much information as possible about your concerns and the impact our service has had upon you, and any supporting evidence. If we need to ask you for any further information we will request this to be provided within a specific period of time.

If you do not agree with our findings

If you are not satisfied with our response to your complaint, you can contact the Legal Ombudsman and ask them to consider matters further. You can contact the Legal Ombudsman by post, telephone or email:

- Telephone – **0300 555 0333 (between 10am to 4pm)**
- Relay UK: **18001 0300 555 0333**
- Email – **enquiries@legalombudsman.org.uk**
- Post – **Legal Ombudsman, PO Box 6167, Slough, SL1 0EH**
- Website – **www.legalombudsman.org.uk**

The Legal Ombudsman expects you to refer your complaint to them within six months of our final response to you. The Ombudsman can accept a complaint up to one year from the date of the act/ omission, or one year from your knowledge of the concern.

Alternative complaints bodies (such as ProMediate) exist which are competent to deal with complaints about legal services should both you and the firm wish to use the same. Should you wish to use an alternative dispute resolution service please notify us and we will confirm in writing whether we are prepared to submit the matter to your chosen resolution body.

Who can complain?

This procedure is reserved for clients of the firm. If you are not a client but wish to make a complaint, we will exercise our discretion in these circumstances to investigate your concerns.

If you are a client and wish to nominate someone to complain on your behalf, or there are multiple parties to your complaint, you may need to sign a Representative Authority Form which can be provided at your request.

What happens next?

We will acknowledge your complaint within three working days and check with you that we have understood your concerns. We will investigate your complaint by reviewing your file and liaising with those handling your matter.

Where a complaint is lengthy, repetitive or unclear, we may request clarification or ask you to prioritise your key concerns. This may include a request for a telephone call or meeting with the firm's Complaints Manager.

In certain circumstances, the firm may require additional time beyond the timeframes set out in this procedure to review and respond to the complaint. Where this is necessary, you will be informed and provided with appropriate updates.

We aim to provide you with a response within 8 weeks of receiving your complaint, detailing our conclusions and how we reached them. If we are unable to respond within 8 weeks we will advise you.

Solicitors Regulation Authority

If you think a solicitor may have been dishonest or you have concerns about their ethics and/ or integrity, you also 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. They may require evidence from you to demonstrate the issues raised with them, to allow them to investigate matters.

Please note that the SRA is not able to deal with issues of unreasonable service. Complaints of this nature should instead be referred to the Legal Ombudsman using the details above, after a complaint has first been raised with the firm.

For further information on reporting a solicitor/ firm to the SRA, please visit:

https://www.sra.org.uk/consumers/problems/report-solicitor/

hcrlaw