

## **ANTHONY HARRIS & COMPANY**

### **Complaints Handling Policy**

#### **Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We regard a complaint as an expression of dissatisfaction made to the Practice in relation to the legal services, client care or complaints management process provided by the Practice, where a response or resolution is explicitly or implicitly expected. In the first instance, the solicitor or executive handling your matter will speak or meet with you to try and resolve your complaint. If your complaint remains unresolved, the procedure detailed below will be followed.

#### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to Anthony Harris who is responsible for client care. He will review your matter file and speak to the member of staff who acted for you.
3. Anthony Harris will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 14 days of sending you the acknowledgment letter.
4. If the complaint remains unresolved Anthony Harris will then write to you to invite you to a meeting to discuss and hopefully resolve your complaint. He will look to arrange a meeting with you within 14 days of the invitation.
5. Within seven days of the meeting, Anthony Harris will write to you to confirm what took place and any solutions he has agreed with you.
6. If you do not want a meeting or it is not possible, Anthony Harris will then send out a closing report to you on the outcome of his investigation with a view to hopefully resolving your complaint.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at this firm to review the decision.
8. 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.

9. If you are still not satisfied, you can contact:

Legal Ombudsman,  
PO Box 6806  
Wolverhampton  
WV1 9WJ.

about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

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