

## Complaints Procedure

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, please tell us immediately, so that we can do our best to resolve the problem. We will investigate your concerns impartially and try to generate a positive and speedy solution. We also regard this as an opportunity to improve our quality of service.

### What to do if you have a complaint

Concerns about service or your bill should be raised initially with the person who is working for you or their supervisor. However, if your concerns cannot be resolved, or if you prefer, please contact our Risk & Compliance/Client Care Assistant, Andrea Whiston:

**Call:** 01733 882800  
**Email:** andrea.whiston@hcsolicitors.co.uk  
**Post:** Hunt & Coombs LLP, 35 Thorpe Road,  
Peterborough, PE3 6AG

To help us understand your complaint, please confirm your full name and contact details, what you think we have got wrong and the outcome you hope to achieve from your complaint.

If you require any assistance in making your complaint or have any special requirements which we should take into account, please let us know.

### What you can expect from us

We will write to you within four working days, acknowledging your complaint, and enclosing a copy of this procedure.

Our client care team and the supervisor of the person dealing with your matter will consider your complaint and conduct a full investigation. We may need to ask you for further information or documents. If so, we will ask you to provide these within a specific period of time.

We will write to you at the end of our investigation to tell you our findings and what we propose to do to resolve your complaint. Where possible, we aim to do this within 28 working days of the date of our letter of acknowledgement. We will tell you clearly when you have our final response and provide information on how to contact the Legal Ombudsman and/or the Solicitors Regulation Authority.

If the matter is complex and it takes longer to deal with your complaint, we will contact you to give you an approximate timescale of when you can expect our response. We may suggest a meeting if we believe it would be helpful.

### What to do if we cannot resolve your complaint

1. If you are unhappy with the outcome of the above process, or your complaint has not been resolved to your satisfaction within eight weeks of it being made, you may be able to ask the Legal Ombudsman, an independent complaints body dealing with legal services complaints, to investigate your complaint.

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, you must take your complaint to the Legal Ombudsman within six months of receiving our final response to your complaint. The Legal Ombudsman expects complaints to be made to them within 12 months of the date of the act or omission about which you are concerned, or within 12 months of you realising there was a concern.

If you would like more information, please contact the Legal Ombudsman:

**Visit:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
**Call:** 0300 555 0333 between 9.00 and 17.00  
**Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
**Post:** PO Box 6167, Slough SL1 0EH

2. If the matter you want to complain about relates to work undertaken by an individual in our Wills, Trusts and Probate team, who is also a member of the Society for Trust and Estate Practitioners ('STEP'), you may also complain to STEP: [www.step.org/disciplinary-process](http://www.step.org/disciplinary-process)
3. Alternative dispute resolution bodies exist which are competent to deal with complaints about legal services, should both you and the firm wish to use them. We have, however, chosen not to adopt an alternative process.
4. If your complaint is in relation to your bill, you may also apply to the Court for assessment of the bill under Part III of the Solicitors Act 1974. If you have already applied to the Court for assessment of your bill, please be aware that the Legal Ombudsman cannot then consider it.

### If you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could include alleged dishonesty, losing your money or if you feel you have been treated unfairly.

[www.sra.org.uk/consumers/problems/report-solicitor](http://www.sra.org.uk/consumers/problems/report-solicitor)

### What will it cost?

We will not charge for handling your complaint. The Legal Ombudsman service is also free of charge.

If we have issued a bill for work done and all or some of this is not paid, we may be entitled to charge interest on the amount outstanding.

The Court may charge for the assessment of your bill.