

## 20. COMPLAINTS HANDLING POLICY & PROCEDURE

### OUR COMPLAINTS POLICY

J W Hughes & Co LLP is committed to providing a high quality legal service to all of our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards. Our aim will be to:

- Identify what the complaint is about
- Understand the reason for the complaint

### RESPONSIBILITY

If you have a concern or complaint, please contact us as soon as you are aware of a problem so that this can be addressed. The person appointed to deal with complaints is Mr Donald Roberts and he can be contacted by telephone on 01492 596596 or by email [carol@jwhlaw.co.uk](mailto:carol@jwhlaw.co.uk) or by post to our office at Bank House, Lancaster Square, Conwy, LL32 8AD.

### OUR COMPLAINTS HANDLING PROCEDURE

1. We will send you a letter acknowledging receipt of your complaint enclosing a copy of this procedure and asking you, if necessary, to confirm or explain the details set out. We will endeavour to respond within 7 working days.
2. We will then investigate your complaint. This will normally involve passing your complaint to Mr Donald Roberts who will review your matter file and speak to the member of staff who acted for you.
3. Mr Donald Roberts will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 working days of sending you an acknowledgment letter.
4. Within seven working days of the meeting Mr Roberts 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 to hold a meeting Mr Roberts will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 28 working days of sending you the acknowledgment letter.
6. At this stage, if you are still not satisfied you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another partner to review the decision.
7. We will write to you within 14 working days of receiving your request for a review confirming our final position on your complaint and explaining our reasons.

8. If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with Solicitors:

Referring a complaint to the Legal Ombudsman would need to be made within six months of the date of the final complaint response from us and should be no later than:

- One year from the date of the act or omission being complained about; or
- One year from the date when the complainant should have realised that there was a cause for complaint.

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

You can contact the Legal Ombudsman by any of the following means:


Post:  
PO Box 6167  
Slough  
SL1 0EH

Telephone: 0300 5550 333

Email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

This procedure is reviewed annually by Mr Donald Charles Roberts as part of the annual review of Policies and procedures.

Reviewed by:

  
DONALD CHARLES ROBERTS

Date: 19.04.24

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Complaints Management Checklist

	Completed	Date Completed	Next Action Date
Start new internal complaint form	<input type="checkbox"/>		
Acknowledge complaint within 7 working days	<input type="checkbox"/>		
Advise client who is considering their complaint	<input type="checkbox"/>		
Give client a timeframe for a response	<input type="checkbox"/>		
Client's communication preferences received?	<input type="checkbox"/>		
Provide internal complaints procedure and information on Legal Ombudsman	<input type="checkbox"/>		
Identify and clarify all complaints raised	<input type="checkbox"/>		
Consider from client's point of view	<input type="checkbox"/>		
Advise fee earner	<input type="checkbox"/>		
Respond in 28 working days	<input type="checkbox"/>		
Explain steps taken to investigate	<input type="checkbox"/>		
Demonstrate client's concerns have been considered	<input type="checkbox"/>		
Explain reasons for view held in respect of each complaint	<input type="checkbox"/>		
Apologise/offer remedy where appropriate	<input type="checkbox"/>		
Remind of option to go to Legal Ombudsman and provide its contact details and time limits for complaints acceptance	<input type="checkbox"/>		

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Complaint Register

Date complaint received			
Name of client			
Fee earner involved			
Fee earner's supervisor			
Nature of complaint			
Date of start of investigation		Date of letter to client explaining process	
Location of letter on IT system			
Date of any internal meeting with client			
Outcome of investigation			
Date of letter to client at end of investigation			
Location of letter on IT system			
Is the complaint resolved?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Referral to Legal Ombudsman		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Brief overview of complaint			

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### Client Complaint Form

W Hughes & Co is eager to resolve complaints made by its clients. To help us understand and examine your complaint, please complete the form below. We aim to respond to your initial complaint within 7 working days.

#### Client contact details

Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Miss <input type="checkbox"/>	Other <input type="checkbox"/>	Please specify:
Surname				First name(s)		
Address including postcode						
Daytime telephone			Mobile telephone			
Email						

#### Information for the complaints handling partner

Name of solicitor	
Solicitor or case reference	

#### Detail of the complaint

Nature or detail of complaint (please give dates and examples if possible)			
Please select as appropriate	I am happy for you to deal with my complaint in writing	<input type="checkbox"/>	
	I would prefer you to arrange a meeting to discuss my complaint	<input type="checkbox"/>	
	I would like you to do the following to sort out my complaint	<input type="checkbox"/>	
	<b>Please state:</b>		
Your signature		Date	

If you get a reply which you are not happy with, please call the Legal Ombudsman helpline on 0300 555 0333.

