



HAYMANS

SOLICITORS

Complaints Procedure

Haymans Solicitors are committed to providing a high level of legal services to all our clients. Sometimes things don't go to plan and when something goes wrong, we need you to let us know. This will allow us to improve standards.

Our Complaints Procedure

If you would like to make a formal complaint please do so in writing with the full details of your complaint.

General Complaints Procedure

1. We will send you a confirmation to acknowledge that we have received your within 3 working days of us receiving the complaint. We will also enclose a copy of this procedure.
2. We will investigate your complaint. This will usually mean that your complaint is passed onto our Client Care Partner, who will review your complaint and case file as well as have a discussion with the staff member who has acted for you. A minor complaint may be dealt with by your local office, however more serious complaints will all be dealt with by our Client Care Partner.
3. Our Client Care Partner will arrange a meeting with you to discuss your complaint and aim to get it resolved for you. This will be done within 14 working days of your acknowledgement letter being sent out to you..
4. Within 3 working days of your meeting with our Client Care Partner, you will receive a written confirmation as to a summary of the meeting and any resolutions that have been agreed with you.
5. In the event that you do not want to have a meeting, or if a meeting is not possible, or if your complaint does not warrant a meeting or the matter is resolved over the phone, then our Client Care Partner will write to you in response to your complaint along with suggestions to help to resolve the matter within 21 days of sending you the letter of acknowledgement.
6. If you are still not satisfied at this stage, then you can contact us again for a review of the decision by another partner.
7. Following this, we will write to you within 14 days of receiving your review request and we will state our final position on your complaint and give you the reasons for this.
8. If you are still not satisfied you can then contact the Legal Ombudsman at P.O. Box 6806 Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final

decision on your complaint but for further information you should contact the Legal Ombudsman (0300 5550333 or refer to www.legalombudsman.org.uk).

9. If during the complaint procedure we need to change any of the timescales outlined above, then we will let you know along with the reason(s) why.

Defamation

Clients should be aware of the risks of defamation.

Legal definition

The publication of a statement which tends to lower a person in the estimation of right thinking members of society generally, or which tends to make them shun or avoid that person.

In the case of defamation, appropriate legal proceedings should be followed.