

Raising queries or concerns with us

We at Hedley Solicitors are confident that we will give you a high quality of service in all respects.

Our firm is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, or if you have received a bill from us and are unhappy with this, please initially refer the matter to us.

The first step

It may be appropriate and helpful if you discuss your concerns with the person who is working on your file. The person delegated to looking after your work is also delegated to ensuring that you understand the process and that you are satisfied with the progress. The case worker is your first point of call and in the event that person cannot help you or if they cannot resolve the issue at that stage we will provide you with a copy of our complaints procedure as outlined below.

Making a formal complaint

If you wish to make a formal complaint it must be in writing and provide us with as much information as possible to assist us to investigate your concerns fully.

The person who will investigate your complaint will not be the person looking after your work but another person in the office.

The next step

If the matter cannot be resolved, we will offer you the opportunity to discuss your complaint with a solicitor from another firm.

Please note that if your complaint is in regard to a current file which is ongoing that it will not affect how we continue to handle your case.

Whilst we will endeavour to investigate your complaint promptly and carefully and do what is reasonable to resolve any difficulties as quickly as possible; we cannot guarantee that the matter will be fully resolved within a short space of time. If you are making a complaint and the file is ongoing, we hope that we can complete the work without delay. Thereafter, we can then attempt to resolve any outstanding issues.

Under normal circumstances we ask that we have up to 8 weeks in which to answer your complaint or provide you with the answer.

The Legal Ombudsman

If, in the unusual event that we are unable to resolve the difficulty to your satisfaction; you can refer the matter to The Legal Ombudsman. The contact details for The Legal Ombudsman are as follows:-

Address - PO Box 6167, Slough, SL1 0EH.

Telephone - 0300 555 0333

Website - www.legalombudsman.org.uk

Email - enquiries@legalombudsman.org.uk

Normally, you will need to take the complaint to The Legal Ombudsman within six months of receipt of our final written response in regard to your complaint.

Where you believe an invoice has been issued that is either unfair or incorrect you are entitled to make a complaint. We will always seek to rectify such an issue to your reasonable satisfaction. Where this cannot be achieved you may be entitled to object to the invoice by making a complaint to The Legal ombudsman and/or by applying to the Court for an assessment of the bill under Part III of the Solicitors Act 1974. However, if all or part of the bill remains unpaid, the firm may be entitled to charge interest.

Solicitors Regulation Authority

In the event your complaint is in regard to our behaviour which could be that you consider a member of staff was dishonest or a member of staff was being discriminatory or a breach of the solicitors professional rules, you can refer your concerns to the Solicitors Regulation Authority - www.sra.org.uk

Please note

In the unlikely event we are unable to resolve any outstanding issues or complaint we will be happy to provide you with further information on how to refer your complaint to the Legal Services Ombudsman.

A copy of our formal complaints policy is available in the office.