

Complaints Procedure

Prepared by: Brian Rogers
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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.

Our complaints procedure

If you have a complaint, please contact Brian Rogers, Partner (non-lawyer) the person responsible for dealing with client care issues. You can contact him by post at Queens Chambers, 5 John Dalton Street, Manchester, M2 6ET, or via email at brian.rogers@lhs-solicitors.com.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve reviewing your file and speaking to the member of staff who acted for you. If your complaint relates to a matter where the file has been closed we may need to obtain your file from our external archive storage facility, which can take 1-2 days.
3. Brian Rogers will send you a detailed reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a partner who has not had any dealings with your matter to review the initial decision.
5. 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.
6. If you are still not satisfied, you can contact the Legal Ombudsman at the Office for Legal Complaints on 0300 555 0333, or by writing to PO Box 15870, Birmingham, B30 9EB.

The Legal Ombudsman will not normally deal with complaints unless our complaints procedure has been exhausted and allows us to do this within eight weeks. The Legal Ombudsman asks that you contact his office within six months of your last contact with the firm.

Objecting to our bill(s)

You may have the right to object to our bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

Non-payment of our bill(s)

You should be aware that the firm may be entitled to charge interest if all or part of our bill(s) remains unpaid.