

## Complaint Handling Procedure

Everyone at HM Legal Services Limited is keen to ensure that we maintain the highest professional standards in all areas of our work and we strive to deliver excellent client service.

As a result, if you are unhappy with any aspect of our client service levels, your bill, or the way you have been treated, please contact the person who is acting for you, who will try and resolve the matter. If you still feel the matter remains unresolved, please write, email or telephone with details of your complaint, including your client reference number to:

**Mr Paul Beckett, Practice Manager, Gorse Stacks House, George Street, Chester CH1 3EQ.**

**Tel. 01244 318131.**

**Email [pb@law.uk.com](mailto:pb@law.uk.com)**

### What will happen next?

We will send you a letter acknowledging receipt of your complaint, within 3 days of receiving it, enclosing a copy of this Complaint Handling Procedure document.

Paul Beckett or one of his colleagues will then investigate your complaint, reviewing the relevant files and speaking with the person responsible for carrying out your work and where appropriate, the Head of Department. We will then write to you within 30 days of sending you the acknowledgement letter to either:

- a) Invite you to a meeting, to discuss and hopefully resolve your complaint
- b) Send you a detailed written reply to your complaint, including any suggestions for resolving the matter.

If you are still not satisfied with this response, you should contact us again and we will arrange for one of the Senior Partners to review the case and the handling of your complaint. We shall then write to you, within 21 days of your request for a review, confirming our final position on your complaint, and explaining our reasons.

Should this procedure fail to resolve your complaint, or if your complaint has not been satisfactorily dealt with within 8 weeks, then you can contact:

The Legal Ombudsman

P.O. Box 6806, Wolverhampton WV1 9WJ.

Tel. 0300 555 0333

Email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Please note that any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint. The Legal Ombudsman will accept complaints from individuals, small businesses, charities, clubs, societies, associations and trusts.