

# COMPLAINTS POLICY AND PROCEDURE

## Complaining about our Service

We are committed to providing a high quality legal service to all of our clients. If you have a complaint about the service you have received or something has gone wrong please tell us about it. This will help us to maintain or improve our service. Complaints should be addressed to Carl Bailey at 5 Earls Court, Priory Park East, Hull. HU4 7DY or email [cbailey@hamers.com](mailto:cbailey@hamers.com).

## Complaining about our Bill

If you are complaining about your bill we will treat it like any complaint about our service. If we have not already done so we will provide a detailed narrative to your bill.

## Accepting complaints from prospective clients

We are entitled to reasonably refuse to act for a prospective client if, for example:-

- the legal service required is beyond our expertise;
- we have concerns about money laundering;
- identification is an issue;
- where in our view there is a conflict of interest;
- funding cannot be agreed.

If you think our decision not to act for you is unreasonable or you are persistently or unreasonably been offered a legal service that you did not want you may complain.

## What will happen next?

1. Your complaint, be it about our service or the bill, or from a prospective client will be acknowledged within 3 working days of us receiving your complaint and at the same time we will send you a copy of this procedure and contact details of the complaints handler.
2. Your complaint will be recorded in a central register so that you can be assured that if your matter is still ongoing you will not be charged for any work connected with your complaint.
3. Unless we need more information, which we will ask for, we will within 14 days:-
  - a) Send you a detailed reply to your complaint. This will include our suggestions for resolving the matter or
  - b) Ask you to attend a free meeting to discuss everything.
4. Once you have received our suggestions for resolving the matter and if you are still not satisfied you can contact the complaints handler again. We will then arrange to review our decision by asking someone else in the firm who has not been involved in your complaint to review it. They will do so within 10 working days.
5. We will let you know the result of the review as soon as it is concluded. At this time we will write to you confirming our final position on your complaint and explain our reasons.
6. If after having used our internal complaints procedure you are still not satisfied you can then contact the Legal Ombudsman about your complaint. You will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint. The Legal Ombudsman will not accept a complaint if:-
  - more than 6 years have elapsed from the date of the alleged act/omission giving rise to the complaint; or
  - more than 3 years have elapsed from when you should have known about the complaint; or
  - the date of the alleged act/omission giving rise to the complaint was before 6<sup>th</sup> October 2010.

However, From 1 April 2023, the time limits for referring a complaint to the Legal Ombudsman will be not 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 cause for complaint.

For further information you should contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ. Web: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk), Tel: 0300 555 0333 or Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

7. In addition to the Legal Ombudsman alternative complaints bodies exist, such as ProMediate, which we are prepared to use and which are competent to deal with complaints about legal services. Should you want to use such a scheme their contacts details are: ProMediate, Brow Farm, Top Road, Frodsham, Cheshire, WA6 6SP Telephone: 01928 732455. Email: [enquiries@promediate.co.uk](mailto:enquiries@promediate.co.uk). Website: [www.promediate.co.uk](http://www.promediate.co.uk).