

## **Complaints Handling:**

**We aim to give you the best service possible.**

Sometimes, however careful we are in dealing with your matters, there may be an issue which you feel you would like to raise as a complaint to the Firm.

Please be assured that we take complaints from clients, other professional bodies and third parties very seriously.

**LOUISE GOODENOUGH** is the Senior Partner at Haywards Solicitors and the Partner responsible for ensuring that all client complaints are correctly dealt with in accordance with procedure as well as maintaining the Office Complaints Register.

## **What Happens Next?**

- 1) If in the event you feel you have an issue and would like to raise a complaint, initially, it may be that you raise the issue directly with the person dealing with your matter, to see if it is something that can be rectified at the earliest instance.
- 2) If you feel the issue cannot be rectified in the first instance, you are entitled to make a formal complaint in writing to Louise Goodenough. The address to send any letters of complaint to is:

**Louise Goodenough  
7-9 Tavern Street  
Stowmarket  
Suffolk  
IP14 1PJ**

- 3) Senior Partner, Louise Goodenough will then investigate your complaint; you can also make your complaint via email to [Louise.Goodenough@haywards-solicitors.co.uk](mailto:Louise.Goodenough@haywards-solicitors.co.uk) or in person via prior appointment.
  - Louise Goodenough will write to you within 2 days of receipt of the complaint, informing the client that their complaint has been received and is being investigated.
  - Louise Goodenough will then speak to the Fee Earner or member of staff involved in the complaint and will be provided with an explanation / evidence of your complaint within 10 working days of the acknowledgement letter.
  - Louise Goodenough will then examine the information and evidence around the complaint. This process will take up to 5 working days.
  - Louise Goodenough will then write to the client with a detailed reply to their complaint. This will include suggestions (if any) for resolving the matter.
  - In some cases, if appropriate Louise Goodenough may invite a client to a meeting to discuss and hopefully resolve the complaint. At the meeting Louise Goodenough will agree to write to the client within 3 working days to confirm what took place and any solutions that may have been agreed with the client.
  - If at this stage, the client, is not satisfied with Louise Goodenough's findings and response to their complaint, the client is advised that it is within their rights

- to write to Partner **Ingrid Alexander** for a review of Louise Goodenough's decision. Ingrid Alexander is at the same address as Louise Goodenough above.
- In these circumstances, Ingrid Alexander will review Louise Goodenough's decision. Ingrid Alexander will review this within 10 working days of receipt of the client's letter. The client will be informed of the results of the review within 5 working days of the review being completed. At this time a letter will be sent to the client confirming the firm's final position on the client's complaint and explaining the reason for the decision.

## LEGAL OMBUDSMAN

If we cannot resolve your complaint The Legal Ombudsman can help you. For more information about how The Legal Ombudsman can help you as well as full time scales and procedure, please contact them on the details listed below:

### Contact Details for The Legal Ombudsman

[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Telephone: 0300 555 0333 between 9am -5pm

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

The Legal Ombudsman will look at your complaint:

- (i) You have a right to complain to the Legal Ombudsman Service at the conclusion of your complaint process. The Legal Ombudsman can investigate complaints:
- (ii) up to six years from the date of the act/omission
- (iii) or no more than three years from when you should reasonably have known there was cause for complaint.
- (iv) If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of receiving a final response to your complaint.

## **THE SRA**

If you are concerned about our behaviour, The Solicitors Regulatory Authority can help you further. Examples by which the SRA can help you include such issues as dishonesty or treating you unfairly due to your age, a disability or other characteristics.

You are entitled to raise your issues with the SRA with the following contact details:

### **Contact Details for The Solicitors Regulatory Authority**

<https://www.sra.org.uk>

Telephone: 0370 606 2555 (8am – 5pm)

International Callers: 0121 329 6800

Email: [report@sra.org.uk](mailto:report@sra.org.uk)

Address: The Cube, 199 Wharfside Street, Birmingham, B1 1RN (Birmingham)

Address: 2<sup>nd</sup> Floor, 24 Martin Lane, London, EC4R 0DR (London Office)