



## Client Complaints Handling Procedure

### *Introduction*

This procedure is designed to show the process that will be followed when a client makes contact with the firm expressing their concern that we may not have delivered our work according to their expectations.

We recognise that legal work is both complex and involves a great deal of technical jargon which can lead to misunderstandings and we always seek to clarify these.

There may be times when we have not achieved our normal high standards and it is important that we know if a client feels this and take steps to remedy the situation.

The Partners of Chafes Hague Lambert in recognising that we do not always achieve our clients' expectations, have decided that in order to assist clients with resolving their complaint they will appoint the Operations Manager, Ellen Jackson to handle all complaints. Mrs Jackson is not a solicitor but is trained in Client Care and is supervised by a Partner, Mr Craig O' Hara.

### *Procedure*

On receipt of the complaint whether it is during a meeting with the client, by telephone or in writing, the person receiving the complaint will notify Mrs Jackson.

Mrs Jackson will send a copy of this procedure to the complainant in order that they may understand how the process will progress and to introduce her role in the process. She will also notify the relevant Head of department that she is reviewing a complaint.

Within 28 days of the first letter Mrs Jackson will review the file and discuss with the complaint with the relevant fee earner. It may be that she will also contact the complainant in order to obtain further information. Mr Jackson will then present her findings to the relevant Head of Department or Mr O' Hara with suggestions for resolution and obtain their approval.

She will write to the complainant within 56 days either to inform them of how the investigation is progressing or to suggest a way of resolving the complaint.

We will listen to any response to our suggestions and seek to find an agreed resolution.

Finally if we are unable to successfully resolve the complaint the client may contact the Legal Ombudsman at the address below:

PO Box 6806  
Wolverhampton  
WV1 9WJ

By phone: 0300 555 0333

Or by email: [cat@legalombudsman.org.uk](mailto:cat@legalombudsman.org.uk)

If you are concerned about matters of conduct or ethics, you should report these concerns to the SRA. Details of how to do this can be found at:

[www.sra.org.uk/contactus/](http://www.sra.org.uk/contactus/)

The SRA can be contacted via their website: [www.sra.org.uk/contactus/](http://www.sra.org.uk/contactus/) or by the following means:-

Phone: 0370 606 2555

Fax: 0121 616 1999

Post: Solicitors Regulation authority

The Cube

199 Wharf Street

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