



## Client Complaints Handling Procedure

### *Introduction*

This procedure applies to complaints received from our clients (people for whom we act and, where the context permits, prospective and former clients). It is designed to set out the process that will be followed when a client makes contact with us expressing concern that we may not have delivered our work according to their expectations.

In order to assist clients in resolving their complaints, the Partners of Chafes Hague Lambert Solicitors appointed Mrs Ellen Jackson ('Mrs Jackson') our Operations Manager, to handle all complaints. Mrs Jackson is not a solicitor but is trained in Client Care and is supervised by Mr Craig O' Hara ('Mr O'Hara') a Partner.

### *Procedure*

On receipt of the complaint from a client, whether in writing or during a meeting or telephone conversation, the person receiving the complaint will notify Mrs Jackson.

Upon receipt of the notification, or as soon as possible thereafter, Mrs Jackson will send a copy of this procedure to the complainant in order that they may understand how the complaint will be dealt and to introduce her role in the process. She will also notify the relevant Head of department that she is reviewing a complaint.

In order to ensure that we have full details of the complaint, Mrs Jackson may write to the complainant requesting that the complainant write to us with full details of their complaint.

Upon receipt of full details of the complaint, Mrs Jackson will consider the complaint, review any relevant file and discuss the complaint with the relevant fee earner. It may be that she will also contact the complainant in order to obtain further information about the complaint.

Mrs Jackson will then present her findings to the relevant Head of Department or Mr O' Hara with suggestions for resolution and obtain their approval.

Mrs Jackson will write to the complainant within 8 weeks of receipt of the full details of the complaint, to either confirm the outcome of her investigation or to inform the complainant of how the investigation is progressing and when Mrs Jackson expects to complete the investigation.

We will consider any response to our correspondence and will seek to find an agreed resolution.

Finally if we are unable to successfully resolve the complaint the complainant 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)

Please note that the following time limits apply in relation to referring to the Legal Ombudsman:

1. Normally, a complainant will need to bring their complaint within 6 months of receiving a final written response from us, and
2. Ordinarily, the complaint must be referred no later than one year from the act/omission complained of or one year from when the complainant should reasonably have known there was cause for complaint.

If you are concerned about matters of conduct or ethics, you should report these concerns to the Solicitors Regulatory Authority ('the SRA').

Details of how to do this can be found at: [www.sra.org.uk/consumers/](http://www.sra.org.uk/consumers/)

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  
Birmingham  
B1 1RN

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