

## **OUR COMPLAINTS PROCEDURE**

If you have a complaint, please contact our compliance manager, Sian Frampton on 01633 760665 or [sian.frampton@hevans.com](mailto:sian.frampton@hevans.com) or by post, with the details.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our compliance manager, Sian Frampton, who will review your matter file and speak to the member of staff who acted for you.
3. The compliance manager may invite you to a meeting to discuss and hopefully resolve your complaint. If such a meeting takes place, she will write to you within fourteen days after the meeting to confirm what took place and any solutions she has agreed with you.
4. If the compliance manager, does not think it necessary or helpful to offer a meeting, or if you do not wish to attend a meeting, she will send you a detailed written response to your complaint, including her suggestions for resolving the matter. The compliance manager will endeavour to do this within 21 days of sending you the acknowledgement letter, but a more complex matter may take longer. If more time is needed, the compliance manager will write to you within 21 days to keep you informed and to advise you when she expects to provide the response.
5. The response from our compliance manager will be our final decision on your complaint unless you request a review of that decision. If you are not satisfied with the response you receive from the compliance manager, you should contact us again to ask for a review. We will then arrange for another suitably qualified person (either within the firm or external to the firm) to review both your complaint and the response by our compliance manager.
6. We will write to you within seven days of receiving your request for a review, to explain who will be carrying out the review.
7. The person carrying out the review of your complaint will endeavour to complete his or her review within 21 days after the acknowledgement letter is sent to you, but a more complex matter may take longer. If more time is needed, the person carrying out the review will write to you within 21 days to keep you informed and to advise you when he or she expects to complete his or her review.
8. The person carrying out the review will set out his or her findings in writing, explaining his or her decision on the complaint and the steps we must take in response. This will represent our final written response to your complaint.
9. If a complaint has not been resolved to your satisfaction within 8 weeks of it being made, you can contact the Legal Ombudsman about your complaint. The question of which complaints

are covered by the Legal Ombudsman is governed by the Scheme Rules published by the Ombudsman. Any complaint to the Legal Ombudsman must normally be made within six months of receiving a final written response from us about your complaint and within six years of the act or omission about which you are complaining (or if outside of this period, within three years of when you should reasonably have been aware of it).

The address and contact details for the legal ombudsman are set out below

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

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

Telephone 0300 555 0333

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

Alternative complaints bodies such as [ProMediate](#) exist which are ADR certified and competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We do not agree to use [ProMediate](#) as the legal ombudsman already works in a similar way even though not currently ADR certified.

### **What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).