

## Our Complaints Procedure

If you have a complaint, please contact our Director of Risk & Compliance, Richard Esney with details of your complaint. Mr Esney can be contacted in the following ways:

Telephone: 01633 244 233

Email: [richard.esney@hevans.com](mailto:richard.esney@hevans.com)

Post: Harding Evans Solicitors, Queens Chambers, 2 North Street, Newport, NP20 1TE

### What will happen next?

1. We will endeavour to acknowledge your complaint within three working days of receipt, enclosing a copy of this procedure. It may take longer if Mr Esney is away from the office.
2. We will then investigate your complaint. This will normally involve passing your complaint to Mr Esney, who will review the file and speak to the colleagues involved. Mr Esney may ask you for further information, or to clarify elements of your complaint. Your complaint will be dealt with free of charge.
3. Once Mr Esney has reviewed the matter, he will provide you with a written response. This response will be sent to you within 8 weeks of the date we receive full details of your complaint.
4. The response from Mr Esney will be our final decision. If you are not satisfied with the response, you can request a review. We will then arrange for another suitably qualified person to review both your complaint and our response.
5. We will write to you within seven days of receiving your request for a review, to explain who will be carrying out the review (the acknowledgement letter).
6. The person carrying out the review of your complaint will endeavour to complete the review within 21 days of sending the acknowledgement letter, but a more complex matter may take longer. If more time is needed, the reviewer will write to you within 21 days to keep you informed and to advise you when they expect to complete the review.
7. The reviewer will set out their findings in writing, explaining their decision on the complaint and any steps we must take in response. This will represent our final written response to your complaint.
8. If the complaint has not been resolved to your satisfaction within 8 weeks of it being made, you can contact the Legal Ombudsman (LeO) about your complaint. The question of which complaints are covered by LeO is governed by the Scheme Rules published by the Ombudsman. Any complaint to LeO must normally be made within one year from the date of the act or omission complained about (or from the date you should have realised there was cause for complaint). You must refer your complaint to LeO within six months of our final response.

The contact details for the Legal Ombudsman are:

Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Telephone: 0300 555 0333

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

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