



Kelcey & Hall Complaints Procedure

We are committed to providing a high quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

If you have a complaint or a concern about a bill, write to us with the details. Address your letter to the Department Supervisor whose name is provided in our Retainer Letter.

Our aim will be to deal with your complaint promptly, fairly and effectively, in accordance with this procedure. The Department Supervisor may deal with your complaint himself/herself or ask someone else in the firm to deal with it for you.

What will happen next?

1. We will record your complaint in our central register. We will do this within 2 days of receiving your complaint.
2. We will send you a letter acknowledging your complaint, it may ask you to confirm or explain the details of your complaint. You can expect to receive our letter within 4 days of us receiving your complaint. If our acknowledgement does not ask you to confirm or explain the details of your complaint, we will go straight to step 4.
3. We will acknowledge your reply to our acknowledgement letter. You can expect to hear from us within 4 days of us receiving your reply.
4. We will then start to investigate your complaint. This will involve the following steps:
 - We will examine the information in your file.
 - In the light of your complaint, we will then ask the person who acted for you for more information.
5. We will then write to you to let you know our response to your complaint. We will do this within 7 days of receiving all the details we need from the member of staff who acted for you. We aim to respond to all complaints within 21 days.
6. At this stage, if you're still not satisfied you can write to us again. We will then arrange for another Partner in the firm to review the Department Supervisor's decision within 10 days.
7. We will let you know the result of the review within 5 days of the end of the review.

If we have to change any of the timescales above, we will let you know and explain why.

If at the end of our procedure you are still not satisfied and you are a member of the public, a very Small Business, a Charity, Club or Trust, you may ask the Legal Ombudsman to become involved. The time limit is generally 6 months from the end of our complaints process, providing that we have provided you with details at that stage of your right to take a complaint to the Legal Ombudsman, the timescales for doing so, and their contact details. If this information is not provided to you at that stage then the Legal



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Ombudsman will increase this time limit for accepting your complaint to six years from the date of act/omission, or three years from when you should have known about the complaint.

The Legal Ombudsman can be contacted via their website at:

www.legalombudsman.org.uk

or

at PO Box 6806 Wolverhampton WV1 9WJ

or

by telephone at 0300 555 0333

Please note that the Legal Ombudsman may not deal with a complaint about a bill if you have applied to the Court for assessment of that bill, as is your right, under Part III of the Solicitors Act 1974.