

Hargreaves Gilman are committed to providing a high-quality legal service to all our clients. However, if at any point you become unhappy or concerned about our service then you should inform us immediately, so that we can do our best to resolve the problem and improve our standards.

Deborah Millington is the Firm's Designated Complaints Handling Director and the person with overall responsibility for complaints. She can be contacted at [deborahmillington@hargreavesgilman.com](mailto:deborahmillington@hargreavesgilman.com) or by post at Hargreaves Gilman 512 Kingsway Didsbury Manchester M19 1WW.

## **Our Complaints Procedure**

If you have any concerns about the way in which your matter is being conducted please raise it in the first instance with the Fee Earner dealing with your file to discuss your concerns and we will do our best to resolve any issues at that stage. If the Fee Earner is unable to deal with your concern to your satisfaction, you may then ask that the matter be formally investigated under our Complaints Procedure.

### **Stage 1**

If your concern has not been addressed to your satisfaction by the Fee Earner then please write to or email our Office Manager, Dusty Blackburn, at the same postal address or to her private email address [dustyblackburn@hargreavesgilman.com](mailto:dustyblackburn@hargreavesgilman.com) and she will conduct an independent investigation of your complaint. Your complaint will be acknowledged within 3 working days and a written response will be provided within 28 calendar days of full details of your complaint being received.

### **Stage 2**

If your complaint remains unresolved, it will, at your request, be escalated to Deborah Millington who is the Designated Complaints Handling Director. The complaint will be reviewed, and further investigations may be carried out, if deemed necessary. We will write to you within 28 calendar days of receiving your request for review by Deborah and confirm our final position on your complaint and explain our reasons.

We have eight weeks to consider your complaint.

If we are unable to meet any of the timescales given to you we will let you know and explain why.

You will not be charged for our work investigating a complaint made by you.

If because of a special need, you require us to deal with your complaint or communicate with you in a particular way please let us know so that in as far as is practicable, this may be accommodated.

Following our final response and if you still feel that your complaint has not be satisfactorily resolved, you may have the right to complain to the Legal Ombudsman. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response from us to your complaint and
- No more than one year from the date of act/omission; or
- No more than one year from when you should reasonably have known there was cause for complaint.

The Legal Ombudsman cannot deal with all complaints and will only deal with complaints from members of the public, certain very small businesses, charities, clubs and trusts. The Legal Ombudsman will tell you whether they are able to deal with your complaint.

If you would like more information about the Legal Ombudsman, please contact them. Contact details

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

Call: 0300 555 0333 between 9am to 5pm.

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

Legal Ombudsman PO Box 6167, Slough SL1 0EH

The Solicitors Regulation Authority can help you 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. You can raise your concerns with the [SRA | Solicitors Regulation Authority | Solicitors Regulation Authority](#)