

# Hanratty & Co.

## Our Complaints Policy

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. You will not be charged for the cost of handling a complaint.

## Our Complaints Procedure

If you have a complaint, whether your complaint is about the service we provided or the bill we raised, please contact us with the details.

## What will happen Next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 3 days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within 3 days of receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps:
  - (a) We will pass your complaint to Paul Inns, our Client Care partner (unless your complaint is about Paul Inns in which case your complaint will be passed to Robert Hanratty who will deal with your complaint in accordance with the following procedure) within 3 days.
  - (b) He will ask the member of staff who acted for you to reply to your complaint.
  - (c) He will then examine their reply and the information in your complaint file. And, if necessary, he may speak to them.
4. Within 21 days of the letter acknowledging your complaint, Paul Inns will inform you in writing of the outcome of the investigation and what future action is being proposed.
5. If you accept the proposal, your complaint shall be regarded as closed and the details in the Complaints Register will be updated.
6. If you do not accept the proposal, Paul Inns will invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 7 days.
7. Within 2 days of the meeting, Paul Inns will write to you to confirm what took place and any solutions he has agreed with you. Any solutions will be recorded in the Complaints Register and your complaint shall be regarded as closed.
8. If you do not want a meeting or it is not possible, and the proposal made by Paul Inns is not accepted, then at this stage we will ask you to contact us again. We will then arrange to review our decision. This will happen in one of the following ways:
  - (a) Another Partner in the firm will review Paul Inns's decision within 10 days.
  - (b) We will ask our local Law Society or another local firm of solicitors to review your complaint within 14 days. We will let you know how long this process will take.
  - (c) We will invite you to agree to independent mediation within 14 days. We will let you know how long this process will take.
9. We will let you know the result of the review within 5 days of the end of the review. We will seek to conclude your complaint within 8 weeks of receipt. In the event you are not satisfied with the outcome of the complaint, or a period of eight weeks has expired since we acknowledged your complaint without our final response being received you can contact the Legal Ombudsman. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of having received a final response 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. Contact details for the Legal Ombudsman are as follows:
 

Address: PO Box 6167 Slough SL1 0EH  
 Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
 Tel: 0300 555 0333 between 9.00 to 17.00  
 Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
10. If we have to change any of the timescales above, we will let you know and explain why.

### **The Solicitors Regulation Authority**

Please note that in addition to the above complaints procedure, the Solicitors Regulation Authority could help you if you think that a solicitor might be dishonest or you have concerns about their behaviour.

Examples include:

- Shutting down their law firm without telling you.
- Dishonesty or deliberately overcharging you.
- Taking or losing your money.
- Treating you unfairly because of your age, a disability or other characteristic.

The Solicitors Regulation Authority deal with cases where firms or those they regulate have breached the SRA Principles. Most of the time, complaints about solicitors are about poor service, and therefore should be sent to the Legal Ombudsman. If the Legal Ombudsman thinks your case involves a breach of the Solicitor Regulation Authority's Principles, they will refer your case to the Solicitors Regulation Authority.

You can also report a firm or someone regulated by the Solicitors Regulation Authority for non-payment of professional fees (such as agent or expert fees) if you have a County Court judgment in respect of the fee, and the judgment relates to the practice in connection with providing a legal service.

If the Solicitors Regulation Authority have closed a firm and you believe that the firm owes you money, you may be able to make an application to the Compensation Fund.

In order to make a complaint to the Solicitors Regulation Authority, please see their website [sra.org.uk](http://sra.org.uk); or contact them at their contact centre:

The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN  
DX 720293 BIRMINGHAM 47

0370 606 2555

[contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk)