

Hopkin Murray Beskine
Complaints Handling Policy

Our complaints policy

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

If you have a concern or a complaint, about our service or the fees we have charged, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within four days of receiving it, and letting you know the name of the person who will be dealing with it.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care officer, Rebekah Carrier (or in her absence another Director), who will review your matter file and speak to the member of staff who acted for you.
3. If it seems appropriate Ms Carrier will then telephone you for a discussion, and/or invite you to a meeting to hopefully resolve your complaint. She will normally do this within 21 days of sending you the acknowledgement letter.
4. Within three days of the telephone call or meeting, Ms Carrier will write to you to confirm what took place, including a detailed reply to your complaint, with her suggestions for resolving the matter and any solutions she has agreed with you.
5. Alternative complaint bodies such as Pro Mediate UK Limited (www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our Firm wish to use such a scheme. We agree to use such a scheme.

Sometimes it will be necessary to vary the timescales above to make sure that we deal with your complaint properly. If we need to change any of the timescales above, we will let you know and explain why.

If you are still not satisfied, you have the right to complain to the Legal Ombudsman Service which is ultimately responsible for ensuring that complaints are dealt with appropriately.

Normally the Legal Ombudsman expects you to give us 8 weeks to try to resolve the matter. If after 8 weeks your complaint has not been resolved, you can then refer it to the ombudsman. If you are not satisfied with our response to your complaint, then you can refer the complaint to the Legal Ombudsman, but you should do so within six months of the response to your complaint. For more information on how the Legal Ombudsman works visit www.legalombudsman.org.uk or call 0300 555 0333. The postal address is PO Box 6806, Wolverhampton, WV1 9WJ

There are also other time limits applying to complaints to the ombudsman. If you are unsure about what timescale applies you should contact the Legal Ombudsman. Ordinarily the act or omission giving rise to the complaint can be referred to the Legal Ombudsman within six years of the act or omission or within three years of when you should reasonably have known that there was cause for complaint (if this occurred more than six years ago).