

Complaints Procedure

You, the client, have the right to complain if you are not happy with the service that you have received or the fee you have been charged.

In the first instance, concerns should be raised with the solicitor handling your case.

If you wish to raise a formal complaint about the care and conduct of any matter you have instructed the firm on, you must do so in writing addressed to either the Senior Partner, Philip Hyland (philip@pjhlaw.co.uk) or if the complaint is about either Philip Hyland or Joe Hyland it should be addressed to Liam Pike, Partner (Liam@pjhlaw.co.uk):

- set out the issue or issues you are unhappy about;
- where possible refer to dates and times (or approximate dates and times) of anything that was done that you are unhappy about, including a description of what happened;
- where you consider something was not done that should have been done, refer to dates and times (or approximate dates and times) that you believe that thing should have been done and explain what it is you say should have been done;
- enclose copies of any evidence relevant to your complaint; and
- set out the outcome you are seeking if your complaint is upheld.

What will happen next?

1. We will acknowledge receipt of your complaint in writing and ask you for any further information or details we require. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint. You can normally expect to receive our e-mail within two business days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within two business days of receiving your formal written complaint.

3. Once we have received all information we need from you to investigate your complaint and had a meeting with you where we consider this appropriate, within three business days we will acknowledge your reply and confirm when you can expect to hear from us further. We will then start to investigate your complaint.
4. When our investigation is complete, we will then write to you inviting you to meet us to discuss and hopefully resolve your complaint. We will do this within five business days of the investigation into your complaint being completed. If you do not want a meeting, or it is not possible, we will send you a detailed reply to your complaint. This will include our response to your suggestions for resolving the matter. We will do this within five business days of us agreeing to proceed without a meeting.
5. Where a meeting is held, within three business days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you.
6. At this stage, if you are still not satisfied, you can let us know, setting out details of your dissatisfaction and supporting evidence. We will then arrange to review our decision.
7. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint.

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

If we request information from you but do not receive it within 14 days or such longer period that we agree between us, we will treat your complaint as withdrawn and close your complaint file.

If we are unable to resolve your complaint:

The Legal Ombudsman can investigate complaints up to one year from the date of the problem happening or one year from the date when you should have realised that there was cause for complaint.

If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. If you would like more information about the Legal Ombudsman their contact details are as follows:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 8.30am to 5.30pm

Email: enquires@legalombudsman.org.uk

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 protected characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

Revision history:

4.11.2022

Amended wording to deal with client not engaging with complaint 04.11.2022.

31.05.2023

Revised wording to encompass LLP and difference in timing of complaints to Ombudsman,