



HTF Legal

CLIENT COMPLAINTS PROCEDURE

HTF Legal aims to provide the highest standard of legal service to every client. We recognise however, that we may not always achieve this aim and want to know about any problems so that we can try to put them right. We value feedback, which provides us with an opportunity to check the quality of our service and to make improvements. We will consider any complaint carefully and objectively, endeavouring to resolve the issues and reach a satisfactory conclusion.

WHO SHOULD I COMPLAIN TO?

If you wish complain (about our service or charges) please contact the solicitor dealing with your matter, or the supervising Matter Partner. Their names and contact details will be in the engagement letter you received when you first instructed the firm on the relevant matter. We are happy to deal with your complaint by informal discussion or in writing, at your choosing.

If you would prefer deal with someone else, you are welcome to do so. You can contact your Client Partner or the Complaints Partner, Helen Forster on helen.forster@htf-legal.co.uk or by telephone on 01937 547061

WHAT WILL HTF LEGAL DO?

We will acknowledge a complaint as soon as possible and set out a suggested timetable for our response. We normally aim to respond to you fully, within one calendar month of receiving your complaint.

If you are not satisfied with the initial response, the complaint can be escalated to the firm's Complaints Partner. The Complaints Partner will either:

- (a) review the substance of your complaint themselves; or
- (b) ask another partner to look into the matter.

In either case your complaint will be looked at afresh and we will work with you to understand any remaining concerns. We will aim to provide a final response within a month of the complaint being escalated.

WHAT ARE MY LEGAL RIGHTS?

If your complaint still remains unresolved, you may have the right to refer your complaint to the Legal Ombudsman. The Legal Ombudsman is an independent organisation which deals with complaints about solicitors and other legal professionals.

Full details of the process are available from the Legal Ombudsman website (www.legalombudsman.org.uk) or can be obtained by calling 0300 555 0333 or emailing enquiries@legalombudsman.org.uk. The postal address is Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ.

The Legal Ombudsman can only consider complaints from a specific type of client. In addition the Legal Ombudsman can only consider complaints made within certain time limits, generally 6 months from the date of our final response letter. Please refer to the Legal Ombudsman website for full details.

If your complaint relates to fees you may be entitled to have them reviewed by the court by applying for an assessment of the bill under Part III of the Solicitors Act 1974. If you take advantage of this procedure within a month from the date of our invoice, your right to a detailed assessment is unconditional. If you delay beyond a month the court may impose conditions. Once a year has elapsed since the date of the bill you will lose the right to a detailed assessment unless there are special circumstances.

Alternatively, if you consider that we have breached a regulatory obligation, you may refer the matter directly to the SRA here: <https://www.sra.org.uk/consumers/problems/report-solicitor/>. The postal address is Solicitors Regulation Authority The Cube 199 Wharfside Street Birmingham B1 1RN. You may also telephone them on 0370 606 2555 or email them at report@sra.org.uk.

ALTERNATIVE DISPUTE RESOLUTION

The Alternative Dispute Resolution Regulations 2015 promote alternative dispute resolution (**ADR**) as a means of redress for consumers in relation to unsatisfactory services. Accordingly, a number of organisations have been, or are in the process of being, approved as ADR entities for the settlement of consumer complaints as an alternative to the Legal Ombudsman or the SLCC.

HTF Legal Limited has not adopted a specific ADR process, so if you have any concerns about the services you receive you should contact the firm's Complaints Partner in the first instance.