

***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.***

If you have a complaint about our delivery of legal services to you or a bill for our services, you must raise that complaint within twelve months of the act or omission about which you wish to complain about.

Please contact Lucy Wood, Practice Manager, at [lucy.wood@thomasharveysolicitors.co.uk](mailto:lucy.wood@thomasharveysolicitors.co.uk). Should you wish to write to us by post, you should send this Suite 250 Princes Exchange, Leeds, LS1 4HY; however, please note this may prolong the complaint process.

You should include the following information in your email to enable us to investigate your complaint swiftly:

- Your name and address
- A clear summary of your complaint
- Copies of any evidence you deem is relevant to your complaint
- An indication of your preferred resolution

*Please ensure you add the above email address to your contacts; this will help to avoid our responses going to your spam folder.*

## **What will happen next?**

We will acknowledge your complaint as soon as possible by email and record your complaint on our central register.

We will then commence our investigation, which will normally involve us taking the following steps:

- We will ask the member of staff who acted for you to respond to the issues you raise.
- We will then examine their reply, the issues you raise and your file (where appropriate).
- We will then provide you with a detailed response to your complaint by email within 28 days of receipt of your initial complaint.

At this stage, if you are still not satisfied, you can email us again and we will arrange to review our decision and provide you with a final response within five working days of your latest email. Our response will confirm our final position on your complaint and explain our reasons for that position.

If you remain unsatisfied with our response, you have a legal entitlement to contact the Legal Ombudsman about your complaint. As at April 2024, it is taking 9-12 months for most cases to be accepted by the Legal Ombudsman and for an investigation to begin. Investigations are then taking 3-6 months, or up to 12 months for more complex complaints.

As at April 2024, the time limits for referring a complaint to the Legal Ombudsman will be no later than:

- One year from the date of the act or omission being complained about; or
- One year from the date when the complainant should have realized that there was cause for complaint.

You can write to them at:

Legal Ombudsman

PO Box 6167

Slough

SL1 0EH

<https://www.legalombudsman.org.uk/how-to-complain/>

Or you can contact the Solicitors Regulation Authority at:

Solicitors Regulation Authority

The Cube

199 Wharfside Street

Birmingham

B1 1RN

<https://www.sra.org.uk/consumers/problems/>