

## **Our complaints policy**

H L F Berry 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.

## **Our complaints procedure**

If you have a complaint, 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 three 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 two days of receiving your complaint.

3. We will then start to investigate your complaint. This will normally involve the following steps.

3.1 We will pass your complaint to the partner with responsibility for the office which dealt with your matter, within three days unless your complaint related to that partner (in which case see point 3.4 below).

3.2 He/she will ask the member of staff who acted for you to reply to your complaint within five days.

3.3 He/she will then examine the reply and the information in your complaint file. If necessary he/she may also speak to the member of staff. This will take up to three days from receiving the reply and the file.

3.4 If the complaint is about the partner with responsibility for the office then he/she will pass your complaint to Mrs J Monks our client care partner or her deputy within three days who will adopt the above procedure.

4. The partner who is investigating the matter will then invite you to a meeting and discuss and hopefully resolve your complaint. He/she will do this within three days of the preliminary investigation.

5. Within two days of the meeting the partner who is investigating the matter will write to you to confirm what took place and any solutions he/she has agreed with you. If you do not want a meeting or it is not possible, the partner who is investigating the matter will send you a detailed reply to your complaint. This will include his/ her suggestions for resolving the matter. He/she will do this within five days of completing the investigation.

6. At this stage, if you are still not satisfied you should contact us again in writing setting out your reasons for the continuing dissatisfaction. We will then arrange to review our decision. This will happen in one of the following ways:

6.1 Another partner of the firm will review the investigating partner's decision within ten days.

6.2 We will ask our local Law Society or another local firm of solicitors to review your complaint within five days. We will let you know how long this process will take.

6.3 We will invite you to agree to independent mediation within five days. We will let you know how long this process will take.

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 Complaints Service. 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.