

## **CLIENT COMPLAINTS POLICY**

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 wish to make a formal complaint to us:**

Please contact us to describe the full details of your complaint. You should contact:  
Client Care Manager  
Josiah Hincks  
22 De Montfort Street  
Leicester  
LE1 7GB

Your complaint should cover the following headings:

- Your Name and Contact details:
- Solicitor handling your case:
- Your complaint: detailing each specific issue simply, including dates and action taken by the solicitor to address any informal concerns you have raised.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure and informing you of the investigating officer.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner or a senior manager who has been appointed to investigate your complaint.
3. The appointed investigation officer will then invite you to a meeting to discuss and understand fully your complaint and the type of resolution you are seeking. S/he will do this within 5 working days of you being sent our acknowledgement letter.
4. An investigation into your complaint will then start, which may involve the following steps:
  - Speak to the member of staff who acted for you
  - Review your file and the correspondence between Josiah Hincks and yourself.
  - Seek any further clarification with yourself, where appropriate.

- Draw together evidence and conclusions for the client care partner to review and approve conclusions.

The investigation stage will be concluded within 21 days of your initial meeting/discussion with the investigating officer.

5. At the end of the investigation period you will be invited to a meeting where a report providing our conclusions will be presented. This will take place within 5 working days of the end of the investigation.
6. If you do not want a meeting or it is not possible, a detailed written reply to your complaint, including suggestions for resolving the matter, will be sent to you.
7. We very much hope that your complaint will be resolved at this point. However, if you are still not satisfied with the proposed resolution you can write to us again. We will then arrange to review our decision, based on the identified areas you still have concerns with.
8. Another senior manager of the firm will review the previous decision within 10 days and will let you know the result of the review within five days of the end of their review.
9. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
10. If you are still not satisfied, you can contact the Legal Ombudsman about your complaint at the following address:

Legal Ombudsman,  
PO Box 6806,  
Wolverhampton  
WV1 9WJ

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

Please note that the Legal Ombudsman has a time limit for registering a complaint which runs from the end of our internal procedure as detailed above and in this case would be six months.

11. Alternative complaints bodies (ProMediatee) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

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

**Josiah Hincks - Solicitors**

22 De Montfort Street, Leicester, LE1 7GB  
Tel: 0116 255 1811 Fax: 0116 254 4870

*Client Care Manager* – **Katie Jones**

[katie.jones@josiahhincks.co.uk](mailto:katie.jones@josiahhincks.co.uk)

*Client Care Partner* – **Radmila Balac**