

Harold Bell Infields & Co

Complaints handling procedure

Our 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.

Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will involve passing your complaint to one of our Partners, Malcolm Bell, Tracy Poolman or Martyn Dixon in the Ewell office or Roger Newhall in the Hampton Wick office, who will review your matter file and speak to the member of staff who acted for you. If your matter was dealt with by one of the Partners the other will deal with your complaint.
3. The Partner dealing will then contact you to discuss and hopefully resolve your complaint. They will do this within 14 days of sending you the acknowledgement letter.
4. Within seven days of the discussion, the Partner dealing will write to you to confirm what took place and any solutions they have agreed with you.
5. If you do not want a discussion, the Partner dealing will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the firm to review the decision.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

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

8. If you are still not satisfied, you can then contact the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 (email:enquiries@legalombudsman.org.uk)
www.legalombudsman.org.uk

If the complaint concerns a possible breach of the SRA Code of Conduct you will be referred to the SRA directly.