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# Complaints Management 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 John Chesworth, our Executive Chairman, via [complaints@harrison-drury.com](mailto:complaints@harrison-drury.com) If we need to change any of the responsibilities or the timescales set out below, we will let you know and explain why.

## What Will Happen Next?

1. Within three days we will send you a letter acknowledging your complaint and asking you to confirm or explain any details. We will also let you know the name of the person who will be dealing with your complaint.
2. We will thoroughly and independently investigate your complaint by examining the relevant file.
3. We aim to respond in full within 28 days. However, if the complaint is of a more complex nature, we will require more time but we will let you know when you will receive a full response.
4. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. The Executive Chairman will review the nominated complaint handler's decision.
5. We will let you know the result of the review within five working days. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

Throughout the complaints process, and only if it is deemed appropriate, we may invite you to meet the complaint handler allocated to your case to discuss and hopefully resolve your complaint. Within three working days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you.

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6. If you remain dissatisfied at the end of our complaints process, you may then be able to take your complaint to the Legal Ombudsman, whose address is PO Box 6806, Wolverhampton, WV1 9WJ. Their telephone number is 0300 555 0333. Their e-mail address is [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Their website is at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

The Legal Ombudsman is the statutory independent body to which you may refer your complaint, once we have concluded our professional obligation to try to resolve it. If the Legal Ombudsman is satisfied that the firm's proposals for resolving a complaint are reasonable, it may decline to investigate further. The time limit for you to make a complaint to the Legal Ombudsman is six months from our final response to the complaint. Normally, you will have to bring your complaint to the Legal Ombudsman within 6 months of receiving a final response from us about your complaint and 6 years from the date of the act or omission giving rise to the complaint or alternatively 3 years from the date you should reasonably have known there are grounds for complaint (if the act/omission took place before 6 October 2010 or was more than 6 years ago). However, we very much hope that this will not be necessary.

The classes of persons and organisations who are able to complain to the Legal Ombudsman can be found here: [www.legalombudsman.org.uk/?faqs=who-can-use-our-service](http://www.legalombudsman.org.uk/?faqs=who-can-use-our-service)

If we are unable to resolve your complaint using our internal processes, alternative complaint bodies such as ProMediate ([www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about legal services should both you and Harrison Drury and Co agree to use such services. As a firm we agree to use ProMediate.

7. We will record and report centrally all complaints received from clients.
8. We will identify the cause of any problems of which the client has complained offering appropriate redress and correcting any unsatisfactory procedures.



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 Harrison Drury & Co

**Email:** [enquiries@harrison-drury.com](mailto:enquiries@harrison-drury.com)

**Web:** [www.harrison-drury.com](http://www.harrison-drury.com)

**Clitheroe office:**

21 Church Street  
Clitheroe  
Lancashire  
BB7 2DF  
**Tel:** 01200 422 264  
**DX:** DX15154 – Clitheroe

**Garstang office:**

Cherestanc Square  
Garstang, Lancashire  
PR3 1EF  
**Tel:** 01995 607950  
**Fax:** 01995 600897  
**DX:** 63970 Garstang

**Kendal office:**

Bridge Mills  
Stramongate  
Kendal  
LA9 4BD  
**Tel:** 01539 628042  
**DX:** 63401 Kendal

**Lancaster office:**

21 Castle Hill  
Lancaster  
Lancashire  
LA1 1YN  
**Tel:** 01524 548967  
**DX:** 63502 Lancaster

**Preston office:**

1a Chapel Street  
Winckley Square  
Preston PR1 8BU  
**Tel:** 01772 258321  
**Fax:** 01772 258227  
**DX:** 714573 Preston14

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