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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 our complaints team via 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. We will contact you in writing, within 3 working days, to acknowledge receipt of your complaint and may ask you to provide confirmation or additional information. 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. Please note the Legal Ombudsman allows 8 weeks to investigate.
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.

6. If we are unable to resolve your complaint using our internal processes, alternative complaint bodies such as ProMediate (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.

If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman's contact details are: -

Telephone: 0300 555 0333 Minicom: 0300 555 1777

Website: www.legalombudsman.org.uk


Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

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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 @hdsolicitors

 Harrison Drury & Co

 HDSolicitors

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