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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 mescales 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 within 21 days of our final response. 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. Should we not hear from you within 21 days of our final response we will deem our complaints procedure to be completed and resolved.
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, or should have realised, there was a concern. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

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 6167, Slough, SL1 0EH


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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