



## **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

### **What to do if you are not satisfied with the service we provide**

We aim to provide an efficient, caring and expert legal service. The quality of our work has been recognised by the award of Leicestershire Law Society Small Law Firm of the Year 2018.

At the end of each matter we send a questionnaire to our clients asking for feedback about the standard of service they have received. 98% of our clients think our service is Good or Excellent and say they would recommend us to a friend. We hope you will do so too.

However, sometimes things go wrong and you may feel dissatisfied. We do not want you to suffer disappointment in silence. Get in touch with us so we can try and put things right. You may also be dissatisfied about a bill that we send you, please let us know.

### **So what should you do if you are not satisfied with our work?**

Please first make the Solicitor dealing with your matter aware of your concerns to see what they can do to find a quick solution to your problem.

**If the matter is still not resolved please contact the Client Care Manager – Katie Jones – who handles complaints on behalf of Jonathan Foster – Client Care Partner. You can speak to Katie on the phone (0116 255 1811) and, if she is not available, leave a message with a phone number and she will get back to you as soon as she can. Alternatively, you can email her at [kjones@josiahhincks.co.uk](mailto:kjones@josiahhincks.co.uk). Katie will see what she can do to find a quick solution to your problem.**

If the complaint cannot be solved quickly or is complicated, Katie may ask you to put it in writing setting out a brief history of the issues and then follow the formal complaint stages, as seen below.

## Formal Complaint Stages

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. The appointed investigation officer may want to further discuss and better understand fully your complaint and the type of resolution you are seeking and therefore may be in contact before or during the investigation stage.
3. The investigation into your complaint 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.

The investigation stage will be concluded within 21 working days of the appointment of the investigating officer.

4. On completion of the investigation, a report will be produced by the investigating officer. This report will be reviewed and approved by the Client Care Partner or a Senior Manager.
5. At the end of the investigation period, you are either invited to a meeting or sent our investigation report providing our conclusions. This will take place within five working days of the end of the investigation.
6. 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 within seven calendar days of receipt of the outcome report. We will then arrange to review our decision, based on the identified areas you still have concerns about.
7. Another Senior Manager of the firm will review the previous decision within 10 working days and will let you know the result of the review within five days of the end of their review.
8. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

9. 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.

10. 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 290 1994

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

[kjones@josiahhincks.co.uk](mailto:kjones@josiahhincks.co.uk)

*Client Care Partner* – **Jonathan Foster**