

COMPLAINTS HANDLING PROCEDURE

Our complaints policy

We are committed to providing a high-quality legal service to all our clients and pride ourselves on our reputation. When something goes wrong, we are not only very sorry but we actively encourage you to tell us about it. This will help us seek to correct matters and improve our standards generally.

Our complaints procedure

If you have a complaint about our service or a bill that we have raised or both, please contact us with the details.

The person to contact is **Ingmar Heil**, and we ask that the details of your complaint be put in writing to him at:

- 4 Burkes Parade, Beaconsfield, Buckinghamshire, HP9 1NN; or
- ingmarheil@leighduncan.co.uk

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 14 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve Ingmar Heil reviewing your file and speaking to the member of staff who acted for you.
3. Ingmar Heil will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 21 days of sending you the acknowledgement letter.
4. Within 14 days of the meeting, Ingmar Heil will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Ingmar Heil will instead send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 28 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 review of the decision. The review will be conducted by Ingmar Heil unless you request that it be conducted instead by our other partner, Janine Heil.

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.
8. If we have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, you can then contact the Legal Ombudsman at:

PO Box 6806

Wolverhampton

WV1 9WJ

Tel: 0300 555 0333 or 0121 245 3050

Email: enquiries@legalombudsman.org.uk

There are time limits within which complaints must be made to the Legal Ombudsman, as indicated below.

Generally speaking, your complaint should be made to the Ombudsman no later than 12 months from when the problem occurred or from when you should reasonably have become aware of the problem.

Additionally, you should make your complaint to the Ombudsman within six months of receiving a final response from us following the complaint that you have made to us.

Normally, your complaint needs to fall inside both rules if the Ombudsman is going to investigate it.

If you are not an individual who is directly our client, you need to be aware that the Ombudsman only deals with complaints from the following:

- (a) an enterprise which, at the time that the complaint is made, is a micro-enterprise within the meaning of arts.1, 2(1) and (3) of the Annex to Commission Recommendation 2003/361/EC, as that Recommendation had effect at the date it was adopted;
- (b) a charity with an annual income net of tax of less than £1 million at the time at which the complainant refers the complaint to the respondent;
- (c) a club, association or organisation, the affairs of which are managed by its members or a committee or committees of its members, with an annual income net of tax of less than £1 million at the time at which the complainant refers the complaint to the respondent;
- (d) a trustee of a trust with an asset value of less than £1 million at the time at which the complainant refers the complaint to the respondent;
- (e) a personal representative of an estate of a person; or
- (f) a beneficiary of an estate of a person.