

Harper James Complaints Policy

We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

How do I make a complaint?

You can contact us in writing (by letter or email) or by speaking with our Head of Client Services, Kate Wright, who can be reached by phone – 0800 689 1700, email – kate.wright@harperjames.co.uk or by writing to her at Harper James, Floor 5, Cavendish House, 39-41 Waterloo Street, Birmingham B2 5PP.

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint, and
- your file reference number (if you have it).

If you require any help in making your complaint please inform us so that we can try to assist.

How will you deal with my complaint?

We will record your complaint centrally.

We will write to you within three working days acknowledging your complaint, enclosing a copy of this policy.

We will investigate your complaint. This will usually involve:

- reviewing your complaint
- reviewing your file(s) and other relevant documents, and
- speaking with the person who dealt with your matter.

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We will update you on the progress of your complaint at appropriate times.

We may also, if appropriate, invite you to a meeting (either face to face physically or by video call) to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

What if I am not satisfied with the outcome?

If you are unhappy with the outcome of the Head of Client Services' review please first let us know within 10 days of receiving the written response and we will arrange for our Director, Ashley Mott, to review the decision. We will write to you within 18 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman:

by post at PO Box 6806, Wolverhampton, WV1 9WJ;

by telephone: 0300 555 0333; or

by email: enquiries@legalombudsman.org.uk.

The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned, or within a 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.

Further details are available on the website: www.legalombudsman.org.uk.

Alternative complaints bodies (such as *Pro-Mediate UK Limited* - www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

What will it cost?

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.