

Hudgell Solicitors Complaints Procedure

Hudgell Solicitors pride themselves on providing an exceptional quality of service to all clients. We are committed to the highest levels of client service however if you feel that the level of service received has caused you dissatisfaction or the process has caused you financial loss, distress or inconvenience please contact us. We take all feedback and any complaints very seriously, please be assured that we will make every effort to resolve any concerns promptly and effectively.

If you have a complaint

In the first instance please contact the legal advisor who is handling your matter so that we can try to 'put things right' straightaway or if you would prefer the legal adviser's Manager, whose details can be found in the client care letter sent to you at the outset.

In the event the matter cannot be resolved the matter will be escalated to the Compliance Officer for Legal Practice. You can contact the Compliance Officer, Mrs Rachel DiClemente by writing to her at Hudgell Solicitors, No2@The Dock, Humber St, Hull, HU1 1TU, or via email to compliance@hudgellsolicitors.co.uk who will consider the investigation. If the need for you to contact the Compliance Officer arises please explain what you would like us to do to resolve matters

The procedure we will then follow includes (but is not limited to):

1. Within seven days of us receiving your written complaint, we will send you a letter acknowledging receipt. If needed, we will ask you to provide us with more information about your complaint. The acknowledgement will also let you know who will be handling the matter. In many cases the complaint will be dealt with, in the first instance, by the Senior Manager in charge of the relevant department, or a member of the compliance department.

2. We will begin to investigate your complaint. This will involve a review of the matter file and discussion of the complaint with the legal adviser who acted on your behalf.

3. Once our investigation has been completed, we will send you a detailed response within 28 days of receiving your original written complaint or, where we have asked you for further information, within 14 days of our receiving that information from you. Our detailed response will state whether we uphold your complaint. If we require more time to investigate the matter, we will let you know and confirm when we expect to provide the detailed response.

4. If you remain dissatisfied at the end of our own complaints process, you are entitled to contact the Legal Ombudsman. You must do this within six months of receiving our final written decision on your complaint. The Legal Ombudsman can investigate complaints up to six years from the date of the problem occurring or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint.

To contact the Legal Ombudsman telephone 0300 555 0333, email

enquiries@legalombudsman.org.uk or write to PO BOX 6806, Wolverhampton, WV19WJ.

Alternatively, you can find more information by visiting www.legalombudsman.org.uk

Any regulatory concerns where you believe we have not upheld our regulatory duty under the Solicitors Standards and Regulations 2019 can be referred to The Solicitors Regulation Authority, our regulatory body. For more information visit www.sra.org.uk

Finally, we stress if you raise an issue of concern with us we will try and resolve it but this procedure is in place to ensure if you have a concern it can be reviewed by us and after us by the Legal Ombudsman if necessary.

We always welcome any feedback which will help us to improve our service.