

SHEPHERD HARRIS & CO.

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 improve our standards.

Our complaints procedure

If you have a complaint, please refer to the original client care letter you will have received which will indicate the particular supervisor who has responsibility for your file. You can then write to him/her with your complaint. It is always better to put the complaint in writing rather than over the telephone, so that there is no misunderstanding about what your complaint relates to.

What will happen next?

1. The Supervisor will send you a letter acknowledging your complaint. You can expect to receive that acknowledgement within 2 *days* of receiving your complaint.
2. We will record your complaint in our central register. We will do this within a day of receiving your complaint.
3. We will then start to investigate your complaint. This may involve one or more of the following steps:
 - a) We may ask the member of staff who acted for you to discuss your complaint with us.
 - b) The Supervisor concerned will in any event review your file.
4. We will then write to you with our observations on your complaint. That letter should be sent to you within 14 days of receiving your complaint,
5. If you are dissatisfied with the response, please write in further and your letter will be reviewed by the Supervisor concerned,
6. If you are still dissatisfied, you can write to us again and the matter will then be reviewed by a Director in this firm, whose decision will be notified to you within 21 days.
7. If you are still dissatisfied we will be happy to give you the name and address of the Solicitors' Regulation Authority and you can contact them about your complaint. If we have to change any of the time scales referred to above, we will let you know and explain why.