

COMPLAINTS POLICY & PROCEDURE

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. Should there be any aspect of the service with which you are unhappy, please raise your concern in the first instance with the person dealing with the claim. If your concern is not resolved to your satisfaction, please contact Robin Torr who is our Client Care Liaison at Pilgrim Hope Solicitors.

Please either write to Mr Torr at Pilgrim Hope Solicitors, Suite 102, The Standish Centre, Standish, Wigan, WN6 0HQ or email him – r.torr@phsols.co.uk.

What will happen next?

1. We will handle your complaint, promptly, fairly and free of charge. You can expect to receive a written acknowledgment to your complaint within 5 working days of us receiving it.
2. Your complaint will usually be investigated by Robin Torr but he may where appropriate arrange for another senior member of staff or external complaints handler unconnected with the matter to deal with the complaint on his behalf.
3. Each complaint will be investigated on its own merits and in the way the complaints handler considers fair and appropriate. We will seek to communicate with you to ensure we have fully understood the nature of the problem and what you are seeking to put it right. The complaints handler will review the relevant evidence and, where appropriate, speak with any persons involved in the complaint and examine the relevant files and information.
4. In some cases, you may be invited to a meeting to discuss and hopefully resolve your complaint. Please let us know when raising your complaint if this is something you would like. You are not required to attend a meeting and we will not arrange a meeting unless it is something you would like and something we consider would assist in resolving the matter for you.
5. Once we have concluded our investigation, we will write to you with our full and final written response. If we decide our service was reasonable and we are unable to uphold your complaint, we will explain why. We will also clearly explain what aspects of your complaint, if any, have been upheld and why.
6. Where we uphold any element of your complaint, we will also explain how we propose to resolve the matter. We can offer an apology, a reduction/refund of a bill; offer a payment of compensation; and/or agree additional steps that we will take free of charge to put things right. We will explain clearly how you can accept any offer made and will ensure that upon acceptance we arrange for any remedy to be completed as quickly as possible in order to resolve the matter for you.

We have eight weeks to consider your complaint. If for any reason we are unable to resolve the problem between us within that timeframe, then you may ask the Legal Ombudsman to consider the complaint. The Legal Ombudsman may be contacted at PO Box 6806, Wolverhampton WV1 9WJ. You can also call them on 0300 555 0333 or visit: www.legalombudsman.org.uk.

Complaints to the Legal Ombudsman must usually be made within six months of you receiving a final written response from us about your complaint. They must also usually be made within six years of the act or omission about which you are complaining occurring; or within three years from when you should have known about or become aware that there were grounds for complaint.

However, please note that from 1 April 2023 these time limits are changing. From 1 April 2023, the Legal Ombudsman expects complaints to be made to them within one year of the act or omission about which you are complaining occurring or from when you should have known about or become aware that there were grounds for complaint. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

Alternative complaints bodies (such as ProMediate, further details of which can be found at www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both parties agree to use such a scheme. However, we need to advise you that we do not agree to use an additional complaints scheme in addition to or instead of the redress offered by the Legal Ombudsman.