Complaints Procedure

At Michael Hill Partnership Solicitors, we are committed to providing high-quality legal services to all our clients. We take all complaints seriously and view them as an opportunity to improve our services. It is important to us that you raise any concerns you may have with us immediately so we can address the issue promptly and fairly. We value your goodwill and would not wish to think you have reason to be unhappy with us.

1. How to make a complaint

If you are dissatisfied with any aspects of the service you have received, please raise the issue in the first instance with the person responsible for your matter.

If that does not resolve the issue to your satisfaction or you would prefer not to speak to that person, then please contact their supervisor or the partner named in the client care letter who is designated to assist with any complaints. They can be contacted by telephoning 0116 2541 609 or by post to our office.

2. What happens next

We will:

- Acknowledge your complaint within 14 days of receiving it
- Conduct a fair investigation, which may include reviewing your file and speaking with the individuals involved
- Provide a **final written response within 8 weeks** of receiving your complaint that will state one of the following outcomes:
    - Resolved
    - Unresolved

3. If you are not satisfied with the outcome

If we have been unable to resolve your complaint, or 8 weeks have passed since your initial complaint, you have the right to refer to the Legal Ombudsman (LeO) within 6 months of receiving our final response.

From 1 April 2023, the time limits for referring complaints to the LeO will be no later than:

- One year from the date of the act or omission being complained about; or
- One year from the date when the complainant should have realised that there was cause for complaint

The Legal Ombudsman may be contacted by post at:

Legal Ombudsman

PO Box 6167

Slough

SL1 0EH

Tel: 0300 555 0333

NGT Lite: 18001 0300 555 0333

Minicom text phone: 18002 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: https://www.legalombudsman.org.uk

4. Complaints About Misconduct

If your complaint relates to serious misconduct such as dishonesty, discrimination, or breach of SRA principles, you may contact the Solicitors Regulation Authority (SRA)

SRA Website: www.sra.org.uk

Email: report@sra.org.uk

5. Keeping you informed

We are committed to resolving complaints effectively and transparently. You will be updated at key stages throughout the process. Your feedback helps us improve and is always valued.