

COMPLAINTS PROCEDURE

Our Complaints Procedure is as follows:-

1. Our firm is committed to provide a high standard of service to all of our clients. In the event of a problem in respect of the service provided by a member of staff, the Client is entitled to complain and the Client's initial point of contact should be the Sole Proprietor of the firm being Hannah Sparrow.
2. You will not be charged for any time handling your complaint
3. We aim to deal with any complaint we may receive promptly, fairly, openly and effectively.
4. If the complaint should be regarding the service provided by Hannah Sparrow then the Client should then contact the Legal Ombudsman as set out below.

Handling and Resolving a Complaint

5. If you need to make a complaint you should:
 - Complain as soon as possible
 - Be clear as to what the issue is and how you would like it to be resolved.
 - Provide us up to eight weeks to resolve your complaint
6. Upon receipt of a written Complaint received from a Client, Hannah Sparrow will ordinarily provide an acknowledgement of your letter within 14 days and a substantive response within 28 working days, although we have up to eight weeks to respond and try to resolve your complaint.
7. If it can be demonstrated that it is inappropriate to meet these timescales or requirements then we will contact the Client to confirm this is the case.
8. We will provide you with a written outcome following an investigation into your complaint. If you are not happy with our outcome or we have not provided you with an outcome within eight weeks you can contact the Legal Ombudsman. They will look at your complaint independently and it will not affect how we handle your case.

The Legal Ombudsman

9. Should the Client not be satisfied in respect of the handling of their Complaint having completed this firm's Complaints Procedure then they may contact:-

The Legal Ombudsman
PO Box 6167
Slough

SL1 0EH
enquiries@legalombudsman.org.uk
[Tel:0300 555 0333](tel:03005550333)

The Legal Ombudsman will check that you have tried to resolve your complaint with us First. If this has happened than you must make your complaint to them:

- Within six months of receiving a final response to your complaint
- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should have realised that there was cause for complaint.

More information can be found on the Legal Ombudsman website at www.legalombudsman.org.uk

The Solicitors Regulation Authority

10. In certain circumstances, you could also refer your matter to the Solicitors Regulation Authority. This could be for matters such as misconduct, losing your money or treating you unfairly because of age, a disability or other characteristic

Website: <https://www.sra.org.uk/consumers/problems/>

Phone number: 0370 606 2555 between 9am to 5pm