

## Harrison Clark LLP Complaints Handling Procedure

### **Our 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 to improve our standards.

### **Our complaints procedure**

If you have a complaint, please contact us with the details.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Head of the Department which is dealing with the matter. He/she will review your matter file and speak to the member of staff who acted for you. If the complaint involves the Head of the Department, he/she will refer it to another partner and will confirm who will deal with it.
3. He/she will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.
4. Alternatively, he/she will invite you to a meeting to discuss and hopefully resolve your complaint. He/she will do this within 14 days of sending you the acknowledgement letter. Within three days of the meeting, he/she will write to you to confirm what took place and any solutions he/she has agreed with you.
5. At this stage, if you are not satisfied with the outcome of the meeting or our written response to your complaint, you should contact us again and we will arrange for Andrew James, our complaints partner to review the decision. If the complaint concerns or has previously been dealt with by our complaints partner he will refer it to another partner for action.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can then contact the Legal Complaints Service of Victoria Court, 8 Dorner Place, Leamington Spa, Warwickshire, CV32 5AE about your complaint. Any complaint to the LCS must usually be made within 6 months of the date of our final decision on your complaint but for further information, you should contact the LCS (Helpline number: 0845 608 6565) or refer to their website at [www.legalcomplaints.org.uk](http://www.legalcomplaints.org.uk).

**If we have to change any of the timescales above, we will let you know and explain why.**

**[info@harrison-clark.co.uk](mailto:info@harrison-clark.co.uk) [www.harrison-clark.co.uk](http://www.harrison-clark.co.uk)**

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