

Complaints procedure

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then you can read our full complaints procedure below. Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Visit www.sra.org.uk

Making a formal complaint

If you have concerns or queries about the services that you obtain from our firm (including in relation to a bill), please in the first instance contact the partner responsible for your matter as detailed in your Key Information or letter of engagement.

We will try to resolve any problems quickly and operate an internal complaints handling procedure (which is available on request from any partner) to help us to resolve the problem between ourselves.

In the event that you are unable to resolve the matter with the partner please do not hesitate to contact our Managing Partner Dawn Parkes on 01603 660 811 or dawnparkes@hatchbrenner.co.uk



Complaints procedure

What do to if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ



Dawn Parkes
Managing Partner and
Head of the
Private Client
Department

I have been the firm's Managing Partner since 2014, and head up the Private Client Department. I can assist you in all aspects of wills, probate, trusts and tax planning. I joined the firm in 1989 and am a full member of the Society of Trust and Estate Practitioners.

What do others say?

The Legal 500 has stated that the firm "can be trusted to provide good advice" and has "a good capacity for finding solutions". Dawn has been described as being "friendly and client-focused".

Please get in touch. We would be happy to discuss your specific circumstances.
Call 01603 660 811 or email info@hatchbrenner.co.uk