

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.

Making a formal complaint

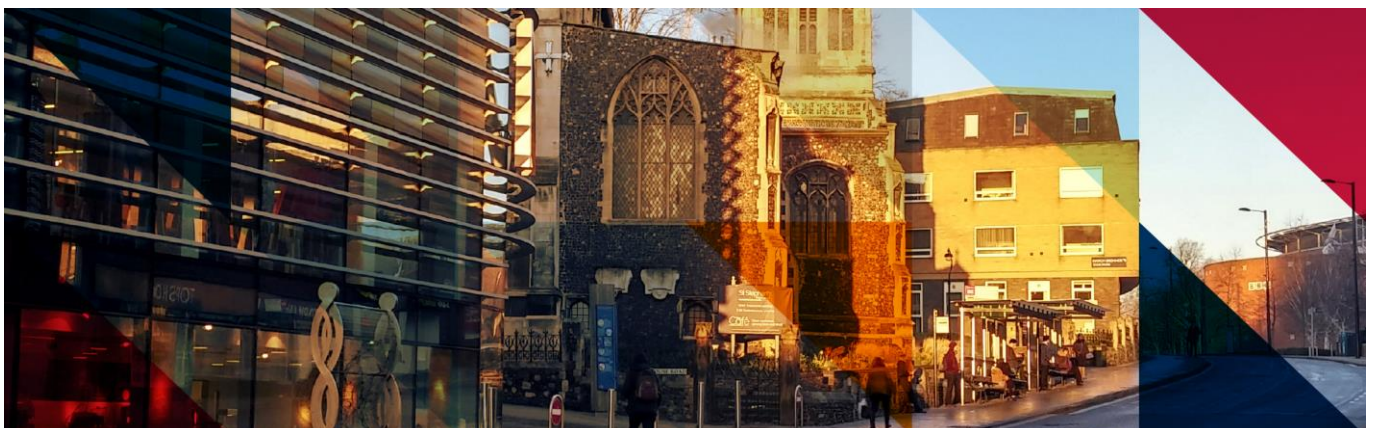
If you have concerns or queries about the services that you obtain from our firm (including in relation to a bill), please in the first instance contact the partner responsible for your matter as detailed in your Key Information or letter of engagement.

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 Colin Cook on 01603 660 811 or colincook@hatchbrenner.co.uk



Colin Cook
Managing Partner



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What to do 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

How to make a complaint to the Solicitors Regulation Authority (SRA)

We are regulated by the Solicitors Regulation Authority (the independent regulatory body of the Law Society of England and Wales) whose address is The Cube, 199 Wharfside Street, Birmingham, B1 1RN. We are subject to the SRA Standards and Regulations, which may be viewed at www.sra.org.uk.

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.

For further guidance on the complaints process, call the contact centre on 0370 606 2555 or email contactcentre@sra.org.uk.

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