

HIGGINS MILLER **SOLICITORS**

OUR COMPLAINTS POLICY

At Higgins Miller Solicitors 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 HANDLING PROCEDURE

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. Wherever possible please try to resolve your complaint with the solicitor dealing with your case.

If your complaint is not resolved or you prefer not to discuss it with the conducting solicitor, please contact us.

It is easier for us to investigate your complaint if you put it in writing either by letter or email. We can provide a form to complete if that helps you.

Please post or email your complaint to:

- Mark Higgins, Higgins Miller Solicitors, 49 Middle Hillgate, Stockport, SK1 3DL,
- mark@higginsmiller.co.uk.

Please clearly mark your letter or email “complaint”.

If you prefer to make your complaint by telephone please call Mark Higgins on 0161 429 7251. If he is not available when you call, please leave him a message with your name and number and he will call you back as soon as possible.

WHAT WILL HAPPEN NEXT?

1. We will send you a letter acknowledging receipt of your complaint within 5 days of your raising your concerns, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our director responsible for client care, Mark Higgins, who will review your matter file and speak to the member of staff who acted for you. If your complaint is about Mark Higgins then it will be passed to Kayley Wilson – Legal Consultant.

3. The person investigating your complaint will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within 3 days of the meeting, we will write to you to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another director to review the decision.
7. 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.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.
9. Alternative complaints bodies (such as ProMediate) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We do not agree to use ProMediate

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