

A F HILL

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 about our service or a bill that we have rendered on or both, please contact us with the details.

The person to contact is Andrew F Hill, and he can be reached at:

36, Metro Central Heights

London, SE1 6BA

Telephone Number:

Email:

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 14 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint and I will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter. This may involve one or more of the following steps.
 - If I acted for you, I will consider your complaint again. I will then send you my detailed reply or invite you to a meeting to discuss the matter.
 - If someone else acted for you, I will ask them to give me their reply to your complaint. I will then examine their reply and the information in your complaint file. I may also speak to the person who acted for you.
 - I may ask another independent local solicitor to investigate your complaint and report to me.
 - I will then write inviting you to meet me and discuss and hopefully resolve your complaint.
3. At this stage I would welcome the opportunity to meet with you. I would aim to be in a position to be able to meet with you within 14 days of first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, I will write fully to you setting out my views on the situation and any redress.
4. Within 14 days of the meeting I will write to you to confirm what took place and any solutions I have agreed with you. In appropriate cases I could offer an apology, a reduction of any bill or a repayment in relation to any payment received.

5. At this stage, if you are still not satisfied, please contact me again. I will then arrange to review my decision within the next 14 days. This may happen in one of the following ways.
 - I will review the decision myself.
 - I will arrange for someone who is not connected with the complaint to review my decision.
 - I will ask my local law society or another local firm of solicitors to review your complaint. This may take longer than 14 days in which case I will let you know how long this process will take.
 - I will invite you to agree to an independent mediation. This again may take longer than 14 days and I will do my best to let you know how long this will take.
6. I will let you know the result of the review within 14 days of the end of the review. At this time I will write to you confirming my final position on your complaint and explaining my reasons.
7. If we have to change any of the timescales above, we will let you know and explain why.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at:
PO Box 6806
Wolverhampton
WV1 9WJ
Tel: 0300 555 0333 or 0121 245 3050
Email: enquiries@legalombudsman.org.uk

There are time limits within which complaints must be made to the Legal Ombudsman, as indicated below.

Generally speaking, your complaint should be made to the Ombudsman no later than 12 months from when the problem occurred or from when you should reasonably have become aware of the problem.

Additionally, you should make your complaint to the Ombudsman within six months of receiving a final response from us following the complaint that you have made to us.

Normally, your complaint needs to fall inside both rules if the Ombudsman is going to investigate it.

You also need to be aware that the Ombudsman only deals with complaints from the following:

- (a) an enterprise which, at the time that the complaint is made, is a micro-enterprise within the meaning of arts.1, 2(1) and (3) of the Annex to Commission Recommendation 2003/361/EC, as that Recommendation had effect at the date it was adopted;
- (b) a charity with an annual income net of tax of less than £1 million at the time at which the complainant refers the complaint to the respondent;
- (c) a club, association or organisation, the affairs of which are managed by its members or a committee or committees of its members, with an annual income net of tax of less than £1 million at the time at which the complainant refers the complaint to the respondent;
- (d) a trustee of a trust with an asset value of less than £1 million at the time at which the complainant refers the complaint to the respondent;
- (e) a personal representative of an estate of a person; or
- (f) a beneficiary of an estate of a person.