

Complaints policy

We are committed to providing high quality legal advice and client care.

However, if at any point you become unhappy or concerned about the service provided, please 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 handling your matter. If you still have queries or concerns, please contact Emma North who is the Client Care Partner to whom any final issues can be reported.

Formal complaint procedure

The following outlines our recommended procedure for making a formal complaint. Please note that making a complaint will not affect how we handle your case.

1. A formal complaint should be addressed to our head of practice Emma North who can be contacted in writing at The Cadcam Centre Suite 17, High Force Road, Middlesbrough, TS2 1RH or by email emma@hnwlaw.co.uk. Please set out the details of the complaint.
2. We will acknowledge your complaint within seven working days of receipt.
3. Our head of practice will show your complaint to the person responsible for your matter and ask them to conduct a complete review of the file and to respond in writing. They will also interview any members of staff involved in your matter.
4. You will receive a written response to your complaint within 14 days from the date the complaint is first received. This response will set out the result of our investigation, any proposed resolution and, if relevant, any procedural changes we will make to ensure the situation does not arise again.
5. In the event that you are not satisfied with the outcome of the complaint we will refer you to the appropriate authority should you wish to take the matter further.

Taking the complaint further

We are regulated by the Solicitors Regulation Authority and complaints and redress mechanisms are provided through them and the Legal Ombudsman.

The Legal Ombudsman investigates complaints about service issues with lawyers. They expect complaints to be made to them within one year of the date of the act or omission about which you are concerned, or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman may consider complaints made after these deadlines if it is fair and reasonable for them to do so. They may decide not to pursue a complaint if:

- there was no significant loss, distress, inconvenience, or detriment;
- the size or complexity of the complaint, or your behaviour, results in the complaint requiring a disproportionate use of resources;
- there has been undue delay in bringing the complaint;
- you have already accepted a reasonable offer we made.

Complaints about a client's rights under the General Data Protection Regulation must be submitted to the Information Commissioner's Office at www.ico.org.uk.

Any disputes or legal issues arising from our Client Care and Terms of Business will be determined by the law of England and Wales and considered exclusively by the English and Welsh courts.