

Complaints Policy

Our commitment

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, or about the bill, 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, or their department manager to discuss your concerns and we will do our best to resolve any issues at this stage.

If you are unhappy about any aspect of the service you have received, or about the bill, please contact the Customer Service Team (overseen by Jenny Bland, Head of Property departments) by post to our office at Duke House, 54 Wellington Street, Leeds, LS1 2EE, telephone **0113 200 7405** or email customerservice@isonharrison.co.uk. Making a complaint will not affect how we handle your case.

What will happen next?

1. We will send you an email or letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will investigate your complaint. This will normally involve passing your complaint to our Client Care Partner, who will review your matter file and speak to the member of staff who acted for you.
3. We will then invite you to a telephone meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of that meeting we will write to you to confirm what took place and outline any solutions that have been agreed with you.
5. If you do not want a meeting, or it is not possible, you will be sent a detailed written reply to your complaint, including the 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 and we will arrange for another Partner within the firm, Jonathan Wearing, Managing 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 with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. We would hope that this does not become necessary and that we can resolve matters between ourselves. Contact details are as follows:

- Legal Ombudsman
- PO Box 6167
- Slough
- SL1 0EH

enquiries@legalombudsman.org.uk
www.legalombudsman.org.uk

The Legal Ombudsman expects 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.

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

Complaints about your bill

The above complaints procedure also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; and that if all, or part, of a bill remains unpaid, the firm may be entitled to charge interest.

Raising concerns with our regulator

The Solicitors Regulation Authority (SRA) 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. You can find information about raising your concerns with the SRA at www.sra.org.uk/consumers/problems/