

For office use only

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Complaint Form

We are sorry that you feel that the service you have received from Holden and Co has not been as expected and that you wish to complain.

So that we may deal with your complaint promptly, we would be obliged if you would send back a copy of this form so that we can fully investigate your complaint and hopefully arrive at a suitable solution.

Your complaint will be generally be handled by Jo Holden, the principal Solicitor, if your complaint is about Mr Holden, it will be dealt with by either Ian White the Practice Manager or Andy Gregory the Office Manager.

On some occasions we will ask an independent law firm to look at your Complaint.

In this form you will be invited to a face to face meeting if you would prefer, if you require assistance with completing or understanding this form please speak to our Practice Manager on 01424 721479.

Holden + Co

Solicitors and Advocates

Liberty Buildings
32-33 Robertson Street
The America Ground
Hastings
East Sussex TN34 1HT

Telephone 01424 722422
Facsimile 01424 720108
DX 7037 Hastings

Partners:

Jolyon Holden

Holden Law Ltd
Registered in
England and Wales
Company Number
5354852

Accredited Members Of:
Resolution – First for family law
Children Panel
Family Law Panel – Advanced
Specialist Housing Lawyers

e-mail: law@holdenandco.co.uk

24 hour police station emergency

REGULATED BY THE SOLICITORS
REGULATION AUTHORITY

Please direct any complaints
or service issues to:

Ref: IW at Hastings
ian@holdenandco.co.uk

Unless previously agreed
in writing, we do not
accept service of process
or notices by fax or email.

Also at Ashford (Kent)
Also at Maidstone

In all cases, please tick the relevant boxes.

Part 1

Your personal details

Mr Mrs Ms Miss Other (please give details.)

Your surname: _____

Your first names: _____

Your address and postcode: _____

Your daytime phone number: _____

Your evening phone number: _____

Your mobile phone number: _____

Your e-mail address: _____

Part 2

Contacting you

How would you like us to contact you?

Phone When is the best time to call? _____

Letter

E-mail

We will do our best to contact you in the way you would prefer. However, we will need to write to you from time to time even if you have asked us to contact you by phone.

We want to make sure that our service is accessible to everyone. If you have a disability or health condition that affects your use of our service, we will adjust our service so that you can access it. Adjustments can include giving you extra help or changing the way we provide our service. For example, we can provide our letters and other information in different languages and in different formats, such as in Braille, in large print or on audiotape.

Do you have any particular needs? Yes No

If you have answered 'Yes', please tell us how we can best help you to deal with your complaint.

Part 3

Details of the Solicitor you're complaining about or reporting

Name of the solicitor: _____

Firm's address and postcode: _____

Firm's phone number: _____

Part 4

The work

A **What kind of legal work is involved?**
(for example, selling or buying a house, family matters, a personal injury claim or probate).

B **Has the work been completed?** Yes No Don't Know
If 'Yes', when was the work completed?

C **When did you first instruct the solicitor?** _____

D **How are you paying for the work?**
(For example, privately, through public funding, 'no win no fee', legal expenses' insurance, trade union funding or not known.)

Part 5

Complaints which involve a solicitor's bill

(If this does not apply, please go to part 6.)

A **When did you receive the bill:**

B **Have you asked your solicitor to apply for a remuneration certificate?** Yes No Don't Know

C **Is your bill being reviewed by the court under the assessment procedure?** Yes No Don't Know

D **Has your solicitor issued court proceedings against you for not paying the bill?** Yes No

E **Have you asked for your bill to be explained to you?** Yes No

Part 9

We are committed to providing an accessible service to everyone who needs it and to making sure that we respond to the different needs of everyone who uses our service.

We would appreciate it if you could provide us with information about yourself which would help us to identify any gaps in our service and improve it. We will only use the information you give to us to improve our service. We will hold this information confidentially and any reports we produce will not identify you as an individual. We hope you are happy and willing to help us improve our service by giving us this information.

Gender

Female Male

Age

25 and under 26 to 35 36 to 45
46- to 55 56 to 65 66 and over

Ethnic Origin

White	Mixed	Asian or Asian British	Black or black British	Chinese or other ethnic group
British <input type="checkbox"/>	White and Black Caribbean <input type="checkbox"/>	Indian <input type="checkbox"/>	Caribbean <input type="checkbox"/>	Chinese <input type="checkbox"/>
Irish <input type="checkbox"/>	White and Black African <input type="checkbox"/>	Pakistani <input type="checkbox"/>	African <input type="checkbox"/>	
	White and Asian <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>		
Any other white background (please write below) _____	Any other mixed background (please write below) _____	Any other Asian background (please write below) _____	Any other black background (please write below) _____	Any other background (please write below) _____

Disability

Do you have any disability? Yes No

If you have answered "Yes", it would help us to know more about your disability or health condition.

Physical impairment (such as using a wheelchair Or difficulty using your arms) Visual impairment (such as being blind)

Hearing impairment (such as being deaf) Mental Health condition (such as depression or schizophrenia)

Learning disability (such as Down's Syndrome, Dyslexia or autism) Any longstanding illness (such as diabetes or cancer)

Other (please say which)

Are you:

A member of the public A Solicitor Another Professional

Thank you for taking the time to fill in this form.

Data Protection Notice

We will use the information you give us to investigate your complaint. We will not use that information for any unconnected purpose without your consent.

We may also have to reveal that information to our agents (people acting on our behalf) and to others involved in:

- The complaints process;
- Regulating the legal and other profession; or
- Law enforcement generally

We may also reveal certain information, on a confidential basis, to the research organisations we use to measure our customer-satisfaction levels. If you do not want us to do this in your case, please tell our data controller. The address is below.

To help maintain a record of solicitors' professional details, we will have to keep your complaint information after we have dealt with the complaint itself.

If any of the information you have given us is sensitive or personal under the Data Protection Act (for example, information about your health), you agree to us holding that information if you go ahead with your complaint.

Data Controller:

Ian White
Liberty Buildings
32-33 Robertson Street
The America Ground
Hastings
East Sussex
TN34 1HT

Tel: 01424 721479

Licence Number: Z7158551

