

Holden & Co LLP 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, which includes about a bill we have rendered, please contact us with the details. You can also download a complaint form, from the download area on this website. Alternatively, you can write to us (either via post to our address shown to the right or via email to law@holdenandco.co.uk) and let us know why you are not happy.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within seven days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Client Care partner Mr J Holden, who will review your matter file and speak to the member of staff who acted for you.
3. Mr. Holden will then write to you and let you know what he thinks about the matter and suggest a means of resolving any issue that there may be and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgment letter.
4. If you believe that this resolves the matter then the complaint will be marked as resolved.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another person unconnected with the matter at the firm to review the decision or offer mediation.
6. 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.
7. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint. You can refer a matter to the Ombudsman provided it is no later than:
 - a. six years from the act/omission that you are complaining about; or
 - b. three years from when you should reasonably have known there was cause for complaint; whichever is the latter.

In exceptional cases the Ombudsman has the right to extend this period of time but that is a matter for their discretion.

Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman (Helpline number: 0300 555 0333 or refer to their website at www.legalombudsman.org.uk). If we have to change any of the timescales above, we will let you know and explain why. Before contacting the Legal Ombudsman we would hope that you will be able to make every attempt to resolve your issues with the firm either with Mr Holden or with the Practice Manager.

8. If your complaint is about a bill you are also able, in certain circumstances, to apply to the court for an assessment under Part III of the Solicitors Act 1974. You should be aware that we may be entitled to charge interest on outstanding bills of cost.

Holden & Co LLP

Solicitors and Advocates

Vulneratos curamus

Registered in
England and Wales
Company Number
OC362121

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

DX 7037 Hastings

Also at Ashford

Telephone 01424 722422
Fax 01424 720108
(Conveyancing Only)

e-mail:
law@holdenandco.co.uk

We do not accept service by fax or email

Law Society Accredited Members of:
Family Law Panel
Children Law Panel
Conveyancing Quality Scheme

Specialist Housing Lawyers

Jolyon Holden (Managing Partner)

Details of other Partners available on
request

Holden Law Limited - Registered in
England and Wales - Company
Number 5354852

Regulated by the Solicitors Regulation
Authority – No. 558157

