

Holden & Co LLP Complaints 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 complaints area of our website at www.holdenandco.co.uk/complaints. 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 we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. 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 realizing there was a concern. You must also refer your concerns to the Legal Ombudsman within **six months** of our final response to you.

You can contact the Legal Ombudsman by

Tel: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Post: Legal Ombudsman,
PO Box 6806, Wolverhampton, WV1 9WJ.

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.

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

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We do not accept service by fax or email

Law Society Accredited Members of:
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

