

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 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 to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure which is contained at the end of this section. Making a complaint will not affect how we handle your case.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

Quality Solicitors Harris Waters 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 tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three 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, Roger Waters or if your complaint relates to Roger Waters then the client care partner will be Laurence Harris, who will review your matter file and speak to the member of staff who acted for you.
3. Roger Waters or Laurence Harris as the case may be will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting Roger Waters or Laurence Harris as the case may be will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Roger Waters or Laurence Harris as the case may be will send you a detailed written reply to your complaint, including his suggestions for reviewing the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, we shall contact you again and we will arrange for another partner of this firm to review the decision.
7. We will write to you within 14 days of receiving your request or review, confirming our final position on your complaint and explain our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaints to them 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 Ombudsman (helpline number 0300 555 0333) or refer to their website at the www.legalombudsman.org.uk
9. If we have to change any of the timescales above, we will let you know and explain why.

Quality Solicitors Harris Waters