

# Complaints Procedure - Information for Clients

We are committed to providing high-quality advice to the satisfaction of our clients. If you are a client of this firm and are dissatisfied with any aspect of the service provided, including our invoice, you are entitled to complain. We treat all complaints seriously and are committed to investigating them promptly and fairly.

## **How do I make a complaint?**

If you have a complaint or would like to discuss the services provided to you by the firm, please contact your usual Boodle Hatfield Partner who will address this with you. If this is not resolved to your satisfaction, or you do not wish to speak with your usual contact, the matter will be referred to our Client Care Partner, Simon Kerrigan.

Complaints will be acknowledged within five working days and a full response will be provided to you within 10 working days from the date of our acknowledgement. If more time is required to complete a full investigation into the matter, you will be informed.

To enable us to address your complaint as promptly as possible, it is helpful to provide clear information detailing the services your complaint is about, how the services given did not meet your expectations and how you would like the matter to be resolved.

## **How quickly can I expect my complaint to be resolved?**

We aim to resolve complaints or issues raised by clients as soon as possible, but in any event, no later than eight weeks after the initial complaint was made. You must contact us first and allow us eight weeks to resolve the complaint before contacting the Legal Ombudsman unless exceptional reasons apply. More details about contacting the Legal Ombudsman can be found below.

## **How will my matter be resolved?**

Where a complaint is upheld, we will apologise to you and explain what went wrong. We will review any procedures or systems that contributed to the issue and ensure that the issue does not arise again. Further redress such as the reduction or cancellation of a bill may in some cases be considered appropriate.

## **What if I am still dissatisfied with the outcome?**

We aim to resolve all complaints through our complaints procedure, but if you are dissatisfied with the outcome of the complaint, you are entitled to contact the Legal Ombudsman who may decide to investigate the complaint further. The Legal Ombudsman is an independent body whose role it is to look at complaints about legal service providers in an impartial way. For more information on the Legal Ombudsman's time limits and complaints handling procedures, please find their contact details below.

If your complaint relates to our invoice, you may be able to apply to court for a costs assessment under Part III of the Solicitors Act 1974.

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### **Boodle Hatfield LLP**

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## Contacting The Legal Ombudsman

Once the firm's complaints procedure has been completed, you are entitled to complain to the Legal Ombudsman.

The Legal Ombudsman may be reached in the following ways:

Online: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
Telephone: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

### Overseas

Telephone: +44 121 245 3050  
Minicom: 18002 0300 555 0333  
Post: Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

A complaint may only be referred to the Legal Ombudsman if it is reported to them no later than six years from the act or omission giving rise to the complaint or three years from when the complainant should reasonably have known there was cause for complaint. The Legal Ombudsman will not accept complaints where the act, omission, or date of awareness occurred before 5<sup>th</sup> October 2010. In any case, it is advised that you contact the Legal Ombudsman as soon as possible should you so wish and where your complaint falls within their remit. In extenuating circumstances, the Legal Ombudsman may consider extending these time limits.

### September 2022

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