

# 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.

## **Dispute resolution**

Dispute resolution organisations (such as the Chartered Institute of Arbitrators) exist which are competent to nominate a mediator to assist with the resolution of complaints about legal services, should both you and our firm wish to use such a process. We agree to use the Chartered Institute of Arbitrators as a mediator nominating body.

## 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.

## Contacting the Legal Ombudsman

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.

Ordinarily, you must have given us the opportunity to resolve your complaint before the Legal Ombudsman becomes involved however in exceptional circumstances, the Legal Ombudsman has discretion to accept a complaint sooner or without it having been raised with us at all. Please see their contact details below for further information.

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: 18001 0300 555 0333  
Post: Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

Please note changes to the Legal Ombudsman Scheme Rules are effective from 1st April 2023.

Under the revised rules you may ordinarily take your complaint to the Legal Ombudsman if you report to them:

- Within six months of receiving our final response to your complaint;
- and
- No more than one year from the date of the act or omission being complained about; or
  - No more than one year from the date when you should reasonably have known that there was cause for complaint.

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### **Boodle Hatfield LLP**

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+44 (0)20 7629 7411 | [bh@boodlehatfield.com](mailto:bh@boodlehatfield.com) | [www.boodlehatfield.com](http://www.boodlehatfield.com)

The Legal Ombudsman will not accept complaints where the act, omission, or date of awareness occurred before 5th October 2010. The Legal Ombudsman has the discretion to extend time limits where they determine this fair and reasonable.

## **Contacting the Solicitors Regulation Authority**

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](#).

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