

Our procedure

Stage 1 – Informal complaints

We hope you feel able to raise concerns initially with your lawyer. They should have the best understanding of the situation and be able to progress your concerns to a satisfactory conclusion. They will be supported to do this alongside a Halborns' director. We will aim to resolve all informal complaints within five working days.

Stage 2 – Formal complaints

If you would prefer to raise a complaint to someone other than your lawyer (we call that an 'informal complaint') or would like us to recognize your concern as a formal complaint then our managing director or our legal director will engage with you in respect of your concerns. Please email rena.christou@halborns.com to raise your concerns directly with a director.

The first thing that we will do is arrange a call to discuss your concerns with you. We will do our best to ensure that your complaint is dealt with within eight weeks of your raising it.

Stage 3 – If we can't 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. They will not engage with your complaint if you have not raised the concerns with us first.

You must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint, and;
- No more than one year from the date of act/omission of which you are concerned, or of you realising there was a concern.

If you would like more information about the Legal Ombudsman, you can contact them using the details below:

Website: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am and 5pm

Email: enquiries@legalombudsman.org.uk

Write to: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

Other information you should know

If you would like details of internal procedure on handling complaints, please ask your lawyer or a director and they will provide it for you.

We keep detailed records of all complaints you raise, if you would like to review these at any time please let us know and we can provide this to you.

If you have a concern about our behaviour connected to dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or any other characteristic, and do not feel comfortable approaching us directly, then please contact the Solicitors Regulation Authority.