

Hilltop Solicitors Ltd

Complaint Procedure:

Your Rights to Make a Complaint

Your feedback is very important to us. We want to give you the best possible service and we hope that you will have no complaint. 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.

How Do We Handle Your Complaints

We will always investigate your complaint and try to resolve the issue as quickly as possible.

Below are the steps that we will follow to try to resolve your complaint.

Step 1

If you are unhappy about any aspect of the service you have received, we recommend that you first contact the fee earner handling your matter (stated in your Client Care Letter) to raise any concerns with them – including any complaint about your invoice. This is often the quickest and easiest way to resolve an issue.

When you contact us with your complaint, please ensure that you provide us with the following details:

- Your full name and contact details
- Your matter reference number
- What you believe has gone wrong
- What you are seeking in terms of resolution

If this does not resolve your complaint satisfactorily, tell the Supervisor responsible for your matter (also stated in your Client Care Letter). If you do not feel comfortable speaking with the fee earner and/or the Supervisor handling your matter, then you can contact our Complaints Director directly.

Step 2

If the issue still needs to be taken further as you are not satisfied or you wish to submit a formal complaint to Hilltop Solicitors Ltd, you can contact us in the following way:

Contact: Ali Imran, Legal Practice Manager

Address: Hilltop Solicitors Ltd, Sophia House, 28 Cathedral Road, Cardiff CF11 9LJ.

Email: admin@hilltopsolicitors.co.uk

Phone: 02920660155

Step 3

We will acknowledge your complaint in writing within three working days of receipt.

Step 4

We shall create an internal log for you and review the complaint, carry out internal investigation and seek response from the case-handler if so required. We may also call you for further information if this is appropriate to address your complaint effectively.

Step 5

We will then provide you with an initial response to your complaint, with a suggested way forward. If you accept that this resolves your complaint, this will be the end of the process, which we call a "Stage One" resolution. We would hope that most complaints are resolved prior to or at this stage.

Whenever possible, we will seek to respond, substantively, to a complaint within fourteen (14) working days of receipt of the complaint.

Step 6

If you are not satisfied with the initial response, your complaint will be passed to the nominated Complaints Director, Ali Imran. He will review the information and, on most occasions, the case file. He will then provide you with a substantive response to the complaint. If you accept that the response resolves your complaint, that would be the end of the process, which we call a "Stage Two" resolution.

Time Scale: Whenever possible, we will seek to resolve a complaint within eight (8) weeks of receipt of the complaint. We will write to you setting out our final response to the complaint and how you can pursue your concerns further if you do not agree with our proposed resolution and outcome.

Step 7

If, however, you remain dissatisfied and do not accept the final outcome then you have the right to complain to the Legal Ombudsman, the details of which are given below.

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 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.

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

Contact details for the Legal Ombudsman:

Address: PO Box 6806, Wolverhampton, WV1 9WJ

Phone: 0300 555 0333

By Email: enquiries@legalombudsman.org.uk

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](http://www.sra.org.uk).