

Complaints Procedure

If your complaint relates specifically to the handling of personal data (collection, use, storage, sharing, retention or other processing of personal information) this is managed using a separate process. Please refer to our Data Protection Complaints Procedure which can be found on our website.

This Complaints Procedure applies to complaints regarding the service we have provided, our conduct, or any aspect of the legal services we have delivered.

If you are unsure whether your concern is a service complaint or a data protection complaint, please contact us and we will direct your complaint to the appropriate procedure.

We endeavour to provide a high-level service to all our clients. However, if something goes wrong during the course of our work or you question the management of your matter, it is important you tell us at the soonest opportunity so we can try our best to resolve your concerns.

Initial steps:

We encourage you to speak with your fee earner in the first instance, as we may be able to provide a simple resolution. If you would prefer not to speak to the fee earner, their Line Manager will be able to discuss this with you.

Further steps:

If initial steps do not resolve the problem to your satisfaction, please contact our Customer Service Team who will deal with this in accordance with the firm's established Complaints Procedure set out below.

The Customer Service Team can be contacted by email at customerservice@haywardmoon.co.uk or by post to any of our office addresses.

Complaints Procedure explained:

The process for formally complaining, if you have any expression of dissatisfaction that has not been resolved by raising this informally, is set out below.

- 1) A complaint is an oral or written expression of dissatisfaction in the first instance, but we request that for clarity this is put in writing (email is accepted).
- 2) The Customer Service Team will acknowledge the complaint within 7 days.
- 3) If a full reply cannot be provided at the point of acknowledgement, a member of the Customer Service Team will explain how your complaint will be investigated. If you have made the complaint verbally (either at a meeting or on the telephone) and not reported it in writing, we will set out our understanding of the nature of your complaint.

You will be told the latest date by which a complete answer will be given to your complaint. This should be not more than 28 days after we received your complaint.

- 4) The assessment of the complaint will be based upon a sufficient and fair investigation. We will explain in writing our findings; and where the complaint is upheld, will offer remedial action or redress. This will be actioned promptly.
- 5) If you are dissatisfied with any aspect of our handling of your complaint, please feel free to contact The Customer Service Team, who will arrange for a separate and independent internal review of your complaint. You will be told about the conclusion of this review within 28 days of the review request.
- 6) If this time we take to resolve your complaint extends beyond **8 weeks** from receipt of your complaint, then you are entitled to refer it to the Legal Ombudsman without waiting for the outcome of the review.
- 7) Following a review process, if you remain dissatisfied with any aspect of our handling of your complaint you may contact directly the Legal Ombudsman to ask them to consider the complaint further:

Tel no: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: <https://www.legalombudsman.org.uk/>

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Unless it agrees there are good reasons not to do so, the Legal Ombudsman (LeO) will expect you to allow us to consider and respond to your complaint in accordance with the procedure set out above in the first instance.

You can refer your complaint up to **6 months** after you have received our final written response to your complaint. As stated above, you can also use the LeO service if we have not resolved your complaint within **8 weeks** of us receiving it.

A complaint can be referred to the LeO up to **one year** from the date of the act or omission or up to **one year** after discovering a problem.

The LeO deals with service-related complaints; any conduct related complaints will be referred to the Council for Licensed Conveyancers (CLC).

- 8) Alternative complaints bodies do exist to deal with complaints about legal services, but we do not agree to use a body or scheme that is not the Legal Ombudsman (LeO).

What will it cost?

- We will not charge for handling your complaint.
- The Legal Ombudsman service is free of charge.