



Compliments & Complaints Policy

14 April 2025

Our ref: Complaints Policy 2025

Jacob Archer

Thurstans Hoskin Solicitors LLP ("the Firm") is committed to delivering a high-quality legal service to all our clients. We value feedback – both positive and negative – as an essential part of maintaining high standards and improving our services.

1. Compliments and Client Feedback

1.1. If you are pleased with the service provided, we encourage you to share your feedback directly with the person handling your matter.

1.2. Compliments can also be submitted via our reception team or by email to:
✉ info@thurstanhoskin.co.uk

1.3. At the conclusion of your matter, you may receive a **Client Feedback Questionnaire**, where you can rate our service and provide written comments. All responses are reviewed by our Practice Manager, and positive feedback is passed on to the relevant team members.

1.4. Use of Testimonials

Any written compliments or feedback may be used as anonymous testimonials in our marketing and promotional materials (both digital and print). These will not include any identifying personal or case-specific information. Testimonials will be listed simply by client type (e.g. "Conveyancing Client") and the date (e.g. "December 2022").

2. Informal Complaints and Early Resolution

2.1. If you are dissatisfied with any aspect of our service, we encourage you to raise it as soon as possible with the person handling your matter. Most concerns can be resolved quickly and informally.

2.2. If you remain dissatisfied or are uncomfortable raising the issue with that individual, you may contact:

- **Mr Stephen Morrison**, Complaints Partner & Head of Conveyancing
stephen.morrison@thurstanhoskin.co.uk
01209 213 646
- **Ms Barbara Archer**, Practice Manager & Partner
barbara@thurstanhoskin.co.uk
01209 213 646

2.3. Upon receipt, we will review your concerns, and if necessary, the file, and aim to provide an initial response or update within **seven business days**. If further investigation or input is required from third parties, we will keep you informed of any delays.

3. Formal Complaints Procedure

3.1. If the matter is not resolved informally, you may submit a **formal complaint** in writing to either Mr Morrison or Ms Archer, using the contact details above.

3.2. Please be assured that raising a complaint will **not affect the handling of your matter** or your rights as a client.

3.3. What You Can Expect

Upon receipt of your formal complaint:

- a) We will acknowledge your complaint within **five business days**.
- b) We may request further clarification if needed.
- c) Your complaint will be recorded in our central register.

d) We will investigate your concerns, including reviewing your file and discussing the matter with relevant staff.

e) We aim to respond with an outcome or further update within **fourteen business days** of our acknowledgment. Where the matter requires further time, we will keep you informed of expected timeframes.

f) A final written response will be issued, outlining our conclusions and advising you of your right to contact the **Legal Ombudsman** if you remain dissatisfied.

4. If We Cannot Resolve Your Complaint

4.1. If we are unable to resolve your complaint to your satisfaction, you may contact the **Legal Ombudsman**, who is an independent body that investigates complaints about lawyers.

4.2. The Legal Ombudsman can consider your complaint if you meet the following criteria:

- You submit your complaint **within six months** of receiving our final response;
- And either:
 - **No more than 12 months** from the date of the problem occurring; or
 - **No more than 12 months** from the date you first became aware of the issue.

4.3. Contact details for the Legal Ombudsman are:

Website: www.legalombudsman.org.uk
Telephone: 0300 555 0333 (9.00-17.00)
Email: enquiries@legalombudsman.org.uk
Address: PO Box 6167, Slough, SL1 0EH

5. Concerns About Conduct or Behaviour

5.1. If you are concerned about our professional conduct (e.g. dishonesty, loss of money, discrimination, or breach of professional duties), you may contact the **Solicitors Regulation Authority (SRA)**.

5.2. For more information or to report a concern, visit:
<https://www.sra.org.uk/home/contact-us/>

6. Learning and Continuous Improvement

6.1. We recognise that errors and miscommunications can occur. All complaints are reviewed internally to identify opportunities for improvement in our procedures, systems, or service delivery.

7. Contact for Complaints

For all complaints and client care matters, please contact:

Stephen Morrison - Complaints Partner & Head of Conveyancing
stephen.morrison@thurstanhoskin.co.uk | 01209 213 646

Barbara Archer - Practice Manager & Partner
barbara@thurstanhoskin.co.uk | 01209 213 646

If you require this document in an alternate format, please call us on 01209 213 646.