



Compliments & Complaints Policy

05 February 2024

Our ref: Complaints Policy 2024

Jacob Archer

Introduction

This document sets out how “we” (Thurstan Hoskin Solicitors LLP) handle complaints and “compliments” (Testimonials)



Compliments

In the first instance any compliments & thanks can be passed on to the person dealing with your matter* who will greatly appreciate it. Alternatively, you can tell any of our receptionists* or email us your thoughts* at info@thurstanhoskin.co.uk

Client Feedback Questionnaire

At the end of your transaction, you will receive a client feedback questionnaire*, these allow you to rate our service on a number of factors and to leave additional feedback on our services. Our practice manager reads each and every one, positive feedback is passed onto relevant staff members and we are always looking for areas we can improve on.

*Testimonials

Any feedback provided to us may be used in the form of a testimonial across both our digital & physical marketing / promotional material. This will not include any personal details surrounding your transaction or identity and will be listed as either “Conveyancing client” or “Private client” followed by the month and year the testimonial was left (i.e. December 2022)

Got a problem?

If you are not happy with our service, please let us know. The sooner a problem is made known to us, the easier it is to resolve. In the first instance any complaints should be raised with the person dealing with your matter. If, after speaking to the person(s) dealing with the matter you are still not satisfied, please contact Mr S Morrison (The Complaints Partner & Head of Conveyancing) (stephen.morrison@thurstanhoskin.co.uk or 01209 213 646). If for any reason these methods are not appropriate or you feel uncomfortable discussing them with Mr Morrison or the person dealing with your matter then, you can ask to speak to Ms B Archer (barbara@thurstanhoskin.co.uk or 01209 213 646) as Practice Manager and Partner.

What happens next?

We will review your concerns and if necessary your file, this generally involves talking with the person dealing with your matter to get a better overview of the individual needs. We aim to make contact with an update within seven business days. Sometimes it may take longer while we await response from any involved third-party, but in this case, we will always let you know.

Most concerns can be resolved this way, however if you are still unsatisfied with the outcome or our response, we are happy to discuss this over the telephone or by appointment in-person at our offices.



Complaints

If after discussing matters with us you are still unhappy with the service or response you can submit a formal complaint with us, please note this should be made in writing to either Mr Stephen Morrison or Ms Barbara Archer by the contact details above.

Please be assured that making a complaint will not affect how we handle your case.

Receipt of your complaint:

On receipt of your complaint, we will:

- Aim to send you a letter or email acknowledging your complaint within five business days, and if appropriate we will ask you to clarify or explain the complaint further.
- Record your complaint in our central register.
- Then or on receipt of the further information if requested, investigate your complaint, examine the relevant file and speak with members of staff as appropriate.
- Thereafter write, telephone, email or arrange a meeting to discuss and hopefully resolve your complaint or to seek further clarification from you. We aim to respond to you within fourteen days of our acknowledgement letter, but please bear in mind that in some cases our investigations may take longer.
- Write to you again after receiving your request for a review, setting out our final position on your complaint and explaining our reasons. We will also give you the address of the Legal Ombudsman. If you remain dissatisfied, you may contact them about your complaint.

We recognise that we are all human and mistakes can be made, we aim to manage all client's expectations of the service they can expect, but in some case we may fall short. We always review complaints to learn valuable lessons and make the necessary adjustments to our procedures and processes.

What to do 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.

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 twelve months (one year) from the date of act/omission; or
- No more than twelve months (one year) from when you should reasonably have known there was cause for complaint.

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

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806,
Wolverhampton, WV1 9WJ

What to do if you're concerned about our actions

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 SRA:
<https://www.sra.org.uk/home/contact-us/>