



MICHAEL W HALSALL solicitors

Complaints Handling Procedure

We are committed to providing a quality legal service to all of our clients. If a client believes they have reason to complain we have an effective procedure in place to enable investigation and early resolution. We consider any expression of significant dissatisfaction from the client which the file handler is unable to immediately resolve to be regarded as a complaint.

The Procedure

It assists us if complaints are made in writing although this is not essential. If you have cause to complain you should address letters to Stephen Taylor who is the Client Care Director. Mr Taylor's contact details are:-

Mr Stephen Taylor
Client Care Director
Michael W Halsall Solicitors Limited
11 The Parks
Newton-le-Willows
WA12 0JQ

Email : Stephen.Taylor@halsalls.com

Telephone : 01942 727000

What will happen next

1. We will acknowledge receipt of your complaint within 3 working days of our receiving it and will record your complaint on our central register of complaints.
2. We will then investigate your complaint. This will involve discussing the issues with any members of staff concerned and reviewing the file.
3. Within 4 weeks of your complaint being acknowledged, Mr Taylor will write to you setting out details of your complaint, the steps taken to investigate it, and will provide a full response to each aspect of the complaint. If appropriate, we will invite you to a meeting to discuss and resolve your complaint. You will have an opportunity to respond to this letter should you wish to do so.

Resolving your complaint

We hope that you will be satisfied with the outcome of the investigation into your complaint but if not we will explain to you in our letter the other options that are open to you. Firstly, you can ask another Director of the Firm to review your complaint independently. Secondly we have a mediation service with the Liverpool Law Society and if you wish an independent solicitor can undertake a review of any issues that you have raised. Thirdly you have the option within 6 months of our response of raising the matter with the Office of the Legal

Ombudsman whose address is PO Box 6806, Wolverhampton, WV1 9WD. You can also contact the Legal Ombudsman on 0300 555 0333 between 8.30 am and 5.30 pm (calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines. Calls are recorded and may be used for training and monitoring purposes). For minicom call 0300 555 1777 or visit the Legal Ombudsman website at www.legalombudsman.org.uk. The Legal Ombudsman can investigate complaints up to 6 years from the date of the problem happening or within 3 years of when you found out about the problem.

Stephen Taylor
Client Care Director
21 March 2018