

Complaints Procedure

At Percy Walker & Co (“the firm”) we are committed to providing a high-quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

How do I make a complaint?

In the first instance, we will seek to resolve your complaint informally. In most cases a conversation with the fee earner/lawyer responsible for your matter will resolve your concerns.

If it does not, you can formalise your complaint by contacting us in writing by a signed letter or by speaking with our Complaints Partner who is Mrs Aileen Francis, whose contact details are:

Percy Walker & Co
Robertson Chambers
Harold Place
Hastings
East Sussex
TN34 1JB

Telephone: 01424 721 234

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint, and
- your file reference number (if you have it)

If you require any help in making your complaint we will try to help you.

How will you deal with my complaint?

As advised by the Solicitors Regulation Authority (SRA) and the Legal Ombudsman, we shall endeavour to resolve all formal complaints within 8 weeks from the date of your formal letter of complaint.

We will record your complaint centrally and will write to you within 5 working days acknowledging your complaint, enclosing a copy of this policy.

We will then investigate your complaint. This will usually involve the following steps:

- Our Complaints Partner will conduct an initial investigation into the issues raised. This will normally involve reviewing the file and speaking to the staff member who acted for you.
- We may need to ask you for further information or documents and may ask you to a meeting to discuss matters.
- We will send you a detailed reply which sets out our findings and any action plans or proposed resolutions within 5 weeks of sending you the acknowledgement letter.

What if I am not satisfied with the outcome?

If this initial investigation does not resolve your concerns, you can escalate your complaint to another Partner in the firm to review the initial decision.

We will then write to you within 2 weeks of receiving your request confirming our position on your complaint and our reasoning.

If we have to change any of these timescales, we will let you know, explain why and seek your agreement before proceeding.

We want to give you the best possible service. 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.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues . If you would like to make a formal complaint, then you can read our full complaints procedure [*link to this](#). Making a complaint will not affect how we handle your case.

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 our 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.

- The address for the Legal Ombudsman is Legal Ombudsman PO Box 6167 Slough SL1 0EH

For more information [contact the Legal Ombudsman](#).

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](#).

What will it cost?

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.