Cox & Hodgetts Solicitors
Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help to improve our standards.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will normally send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.

2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Ian Long, who will review your matter file and speak to the fee earner who acted for you.

3. Ian Long will then invite you to a meeting to discuss and hopefully resolve your complaint. He will normally do this within 14 working days of sending you the acknowledgement letter.

4. Within 7 working days of the meeting, Ian Long will write to you to confirm what took place and any solutions he has agreed with you.

5. If you do not want a meeting or it is not possible, Ian Long will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the decision.

7. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

8. If you are still not satisfied, you can contact:

Legal Ombudsman,
PO Box 6806,
Wolverhampton ,
WV1 9WJ

about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk

9. The Solicitors Regulation Authority (SRA) can help you 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. Details about how to raise your concerns with the SRA can be found on their website at sra.org.uk

If we have to change any of the timescales above, we will let you know and explain why.

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