

HAMLINS COMPLAINTS POLICY

Hamlins LLP is a law firm based in London which prides itself on being a professional and reactive law firm. Hamlins is committed to providing high quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will enable us to help you and to improve our standards for all of our clients. This policy is, therefore, subject to improvement and change to ensure we are meeting both our professional standards of conduct and also our desire to be a proactive professional service provider.

Complaints made by Clients

1. If you have a complaint, please first contact the fee earner dealing with your case. In the first instance, if you are not satisfied within 14 days submit the details of your complaint in writing to that fee earner if you have not already done so.
2. Upon receipt of a written complaint this will be referred to the fee earner dealing with your matter and a copy will be given to the matter partner and/or the relationship partner. We will seek to acknowledge receipt of your complaint within 3 working days. If the complaint concerns the matter partner a copy will be given to another partner. The complaint will also be added to our Complaints Register.
3. We will then investigate your complaint. If we require further information we will let you know within 10 working days of receiving your complaint. We may request you to attend a meeting to discuss your complaint. In any event we shall endeavour to give a full reply within 15 working days of having sufficient information from you.
4. If you are unable to resolve your complaint with our fee earner or receive no reply your next step is to write direct to our Complaints Partner (or in the case of a complaint against him or her to the alternative partner notified or any other partner in the absence of notification) asking him or her to investigate your complaint.
5. Your complaint will then be reviewed again and you may expect either a request to attend a meeting to discuss your complaint or a full reply within 15 working days of receipt of your request.
6. At this stage, if you are still not satisfied you can write to the Complaints Partner again. We will then arrange to review our decision. This will happen within 10 working days.
7. You should allow us up to 8 weeks to investigate and attempt to resolve your complaint. If, after 8 weeks, we have failed to deal with your complaint to your satisfaction, you can choose to escalate your complaint firstly to the Senior Partner of the firm and then to the Legal Ombudsman. We are keen to avoid this and therefore are always open to continuing to find a solution, if possible, to any areas of your complaint which you consider have not been effectively resolved.

Complaints made by Non-clients

8. If you are not a client of the firm you can also raise a concern or complaint. If you wish to do so, we suggest the complaint is raised with the Complaint Partner who you should allow up to 8 weeks to investigate and attempt to resolve your complaint

Complaints Partner

9. If you are dissatisfied with any aspect of our service you may choose, at any stage, to contact someone unconnected with the file. The Complaints Partner for Hamlins LLP, is currently Martin Ochs: to contact him [click here](#).
10. It is the role of the Complaints Partner to investigate the conduct of a matter or any associated invoices issued by Hamlins and to notify you of the action (if any) taken.
11. If you are not entirely satisfied with the decision of the Complaints Partner you may choose to escalate the decision of the Complaints Partner to the firms' Senior Partner for Hamlins LLP, to contact him [click here](#).

Escalation of your complaint

12. If you are not entirely happy with our final response, you have up to 6 months after receipt of our final response to bring your complaint to the Legal Ombudsman. The Legal Ombudsman will accept complaints up to 1 year from the date of the actual omission about which you are complaining, or from the date when you should have known about the complaint. This only applies to matters which have occurred on or after 1 April 2023. If something occurred earlier than that, you must not have been aware of it before 1 April 2023.

13. The contact details of the Legal Ombudsman are:

Legal Ombudsman
PO Box 6806
Wolverhampton WV1 9WJ
Tel: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

If we have to change or increase any of the timescales above, we will contact you and explain why.

14. If you consider one of our solicitors might have been not maintained their professional principles, been dishonest or you have concerns about their behaviour, then you can also consider making a report to the [Solicitors Regulatory Authority](#) (“SRA”).

15. The contact details of the SRA are:

Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1RN
or DX 720293 BIRMINGHAM 47
Email: contactcentre@sra.org.uk
Website: <https://www.sra.org.uk/>

Alternatively you can complete a report about the professional conduct or regulatory concerns of a person or firm regulated by the SRA via [this link](#)

Last Updated: 1 April 2023