

## COMPLAINTS POLICY

At Dickins Hopgood Chidley 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 would 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 at this stage. If you would like to make a formal complaint, then our full complaints procedure is set out below. Making a complaint will not affect how we handle your case.

### Our complaints handling procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed.

In the first instance, please contact the solicitor or conveyancer looking after your matter. In many cases, a complaint can be resolved quickly by explaining the issues and addressing them.

If you are not satisfied with the response, please contact our client care partner by email: [vhopgood@dhc-solicitors.co.uk](mailto:vhopgood@dhc-solicitors.co.uk) or in writing:

Mrs V Hopgood  
Dickins Hopgood Chidley LLP  
The Old School House  
42 High Street  
Hungerford  
Berkshire RG17 0NF

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within two days of your raising your concerns, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will involve our client care partner, Victoria Hopgood, reviewing your matter file and speaking to the member of staff who acted for you.
3. In the event that the complaint is against Victoria Hopgood, the complaint will be reviewed by one of the other partners who will be notified to you.
4. You will be telephoned to discuss your complaint and if you wish, a meeting can be arranged to discuss and, it is hoped, resolve your complaint. You will be contacted within 14 days of the acknowledgement letter.
5. Within 5 days of the meeting or telephone conversation, Victoria Hopgood will write to you to confirm what took place and any solutions she has agreed with you.

6. If you do not want a meeting or it is not possible, Victoria Hopgood will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter, we may at this stage arrange for another partner to review the decision.
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

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

#### Complaints in relation to bills

The complaints procedure above also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; the Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for assessment of that bill.

#### What do to if we cannot resolve your complaint

The Solicitors Regulation Authority 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.

You can raise your concerns with the [Solicitors Regulation Authority](#).

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 from us
- and
- No later than one year from the date of the act or omission about which you are complaining occurring; or
  - No later than one year from the date you should reasonably have known there were grounds for complaint.

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



## Dickins Hopgood Chidley

### Contact details

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 10am to 4pm.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

### Costs

We will not charge you for handling your complaint.

The Legal Ombudsman service is free of charge.