

January 2012

Our Policy for Handling Complaints

We understand that from time to time, despite our commitment to providing high quality legal services, for one reason or another, you, our client, may not be satisfied with the way we handle matters. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

1. Informal Process

- In the first place, you need to tell us about your issue. We believe that the person best suited in HGF Law to resolve your complaint is the person with whom you normally deal.
- If personal discussions do not work out to your satisfaction and, within a period of no more than two weeks after first raising matter in this informal process, there is still no resolution, you should move on to our formal process below.

2. Formal Process

- Please put in writing the fact that you have a complaint and send it to our managing partner, Paul Sanderson. We will endeavour to send you a letter acknowledging receipt of your complaint within three working days of receiving it and enclose a copy of this procedure.
- We will investigate your complaint. This will normally involve our managing partner reviewing your file and speaking to the member of staff who acted for you.
- Within 14 days of sending you the acknowledgement letter our managing partner will invite you to a meeting to discuss and resolve your complaint. If you do not want a meeting or it is not possible, our managing partner may instead offer you a chance to discuss the matter by telephone.
- Within three working days of the meeting, our managing partner will write to you to confirm what took place and any solutions that he has agreed at that stage with you.
- In any case he will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.
- At this stage, if you remain dissatisfied, you should contact the managing partner again within 14 days of receiving his communication setting out his findings and request a review of the decision reached. He will arrange for another partner or some other senior person at the firm unconnected with the matter at the firm to review the decision.

*In association with
Harrison Goddard Foote
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*HGF Law is regulated by
the Solicitors Regulation Authority
(SRA No. 362797)*

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- 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 you are still not satisfied, you can contact the Legal Ombudsman, PO Box 15870, Birmingham, B30 9EB www.legalombudsman.org.uk; 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. Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.

