

COMPLAINTS PROCEDURE

We are sorry that you feel the need to express dissatisfaction about this firm, however we thank you for bringing your concerns to our attention so that we have an opportunity to put things right and improve the service we provide in the future.

We have set out various scenarios in the remainder of this Procedure to help you to decide how best to proceed with your complaint.

I am a client or prospective client of Ellis Hass & Co and I wish to express dissatisfaction about the service I have received and/or the handling of my personal data. What should I do now?

In the first instance, you should tell the person who has been handling your case that you are dissatisfied. If you don't feel comfortable doing this, you can contact their supervisor instead or the firm's Managing Partner Ian Hass – they can be contacted on 0121 746 3002 or by email to ian@ehsolicitors.co.uk or you can write to them at Avon House, 435 Stratford Road, Shirley, Solihull B90 4AA. You can raise your concerns in writing, by email or letter, or by giving them a call.

If you would like someone else to liaise with the firm in relation to your complaint such as a family member or friend, please let the person handling your case know at the outset and provide us with your written authority to do so.

It is useful for you/your representative to set out your areas of concern in a list and where possible give specific examples or time frames, which will help them to get to the bottom of your complaint. It is also helpful if you can explain what you are looking for in order to resolve your complaint.

They will acknowledge safe receipt of your complaint within 2 business days. The most appropriate person within the team handling your case will investigate your concerns and provide you with a response within 15 business days (21 calendar days) from the date of receipt. This could be a telephone conversation, email or letter, if you have a preference, please let the team know. The complaints handler may in accordance with this policy if they choose to do so instruct an external Complaints Handling Firm to handle the complaint.

If, for any reason, they are unable to get back to you within those 15 business days (21 calendar days), they will provide you with an update confirming when they intend to respond to you. They will do all they can to reach an amicable resolution with you and if we are still acting for you, restore the working relationship with you.

I am a client or prospective client, what should I do if I am not satisfied with the response from the team handling my case?

At this stage, if you remain unhappy you may contact The Managing Partner Ian Hass on 0121 746 3002 or by email to ian@ehsolicitors.co.uk . Please let them know what areas of concern remain unresolved and your thoughts about resolving your complaint.

They will acknowledge safe receipt of your complaint to them within 2 business days and if appropriate allocate it to a member of the team or an external Complaints Handler as soon as possible.

They will investigate your concerns, consider your suggestions for resolving the complaint and provide you with a response within 15 business days (21 calendar days). This could be by telephone, in writing or by email, if you have a preference, please let them know. They may outsource the complaint to an external Complaints Handler to deal with the complaint upon their behalf.

If, for any reason, they are unable to respond within 15 business days (21 calendar days), they will let you know in advance, and tell you how long it is likely to take depending on your personal circumstances. They will always aim to resolve matters with you on an amicable basis.

There will be a few occasions where it is necessary to refer the complaint back to the team that handled your complaint for example, if you have raised new issues. You will be fully informed of the steps taken at each stage.

I am a client or prospective client, when can I refer my concerns to The Legal Ombudsman

You may refer any concerns about the service provided to you, for example, if you feel there has been a delay progressing your case or consider that you have not been fully informed of the costs incurred, to The Legal Ombudsman. Please note however, that ordinarily they allow the firm 8 weeks from receipt of your complaint to investigate, respond and try to resolve your concerns with you before they will agree to consider your concerns.

If you remain dissatisfied having received the firm's final response to your complaint and/or eight weeks have passed since you notified the firm about your complaint, you may contact The Legal Ombudsman. Their contact details are as follows:

The Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone: 0300 555 0333
Minicom: 0300 555 1777
Email: enquiries@legalombudsman.org
Website: www.legalombudsman.org.uk

Please note that The Legal Ombudsman expects complaints to be brought to them within 6 years of the act or omission that you wish to complain about or 3 years from when you reasonably ought to have known you had cause for complaint. They will normally only consider a complaint which the firm has investigated and responded to within the last 6 months.

Please note that ordinarily, The Legal Ombudsman will only consider complaints from our clients who are members of the public and small businesses, charities, clubs and trusts.

We are also obliged to inform you that where we have been unable to resolve your concerns, alternative complaints bodies exist which are competent to deal with complaints about legal services. However, the firm is not obliged and we do not agree to use any other such complaints body. Instead we recommend you refer any unresolved concerns to the Legal Ombudsman to be investigated.

I am a client or prospective client, when can I refer my concerns to the Information Commissioner's Office?

You can raise any concerns you have about the handling and/or storage of your personal data by the firm with The Information Commissioner's Office once you have received the firm's final response to your complaint. We will tell you when you have received our final response. Their contact details are as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow Cheshire
SK9 5AF
Telephone: 0303 123 1113 (local rate) or 01625 545 745 (National rate)
Email: casework@ico.org.uk
Website: <https://ico.org.uk/global/contact-us/>

Please note that normally, The Information Commissioner's Office will expect you to raise your concerns with them within 3 months of the firm's final response to your data complaint.

I am a client and I wish to complain about the legal advice provided to me or the professional judgment exercised during my case.

The purpose of this Complaints Procedure is to consider the service provided to the firm's clients and the handling and storage of personal data. Its purpose is not to challenge the legal advice provided to you or the professional judgement exercised nor is it a way of providing a second legal opinion.

If you wish to challenge the legal advice provided or professional judgment exercised or you would like a second opinion, you may wish to seek alternative legal advice. You may find the Law Society's 'Find a Solicitor' tool on their website useful, which can be accessed here <https://solicitors.lawsociety.org.uk/>

I am not a client or prospective client of the firm but I wish to make a complaint about the firm's interactions with me and handling/storage of my personal data.

The firm's Complaints Procedure is only open to clients wishing to express dissatisfaction about the service provided to them or the handling of their data. If you are a third party, non-client, but you have concerns about the firm's communications with you or someone else, you may raise those with The Solicitors Regulation Authority. Their contact details are as follows.

Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1RN
Telephone: 0370 606 2555
Website: www.sra.org.uk

However, unlike service complaints which can only be made by clients or prospective clients of the firm, anyone can make a complaint about the firm's handling or storage of their personal data.

If you are not a client of the firm but would like to raise concerns about the handling or storage of your data please contact the firm's Managing Partner Ian Hass - their contact details are provided above.



Ian Hass will acknowledge safe receipt of your complaint within two business days and provide you with a response within 15 business days (21 calendar days). If, for any reason, this is not possible, they will contact you in advance with an updated time frame to respond.

They may outsource the complaint to an external Complaints Handler to deal with the complaint upon their behalf.

Like clients, once you have received the firm's final response to your complaint about your personal data you may escalate any unresolved concerns about the handling or storage of your personal data to The Information Commissioner's Office. The contact details are provided above.