



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 may 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 you can read our full complaints procedure below. Making a complaint will not affect how we handle your case.

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](#).

What do to if we cannot resolve your complaint

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:

- No more than one year from the date of the act or omission being complained about;

or

- No more than one year from the date when you should have realised that there was cause for complaint;

and

- Within six months of receiving a final response to your complaint.

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

Contact details

Visit: www.legalombudsman.org.uk

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

NGT Lite: 18001 0300 555 0333

Minicom text phone: 18002 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6167, Slough, SL1 0EH

KHF Solicitors Ltd

Complaints Handling Procedure

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 us to improve our standards.

Our Complaints Procedure

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

What will happen next?

1. We will either send you a letter/email or contact you by telephone acknowledging receipt of your complaint within three working days of us receiving the complaint. We will provide a copy of this procedure if you request it.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Director, Elizabeth Walsh, who will review your matter file and speak to the member of staff who acted for you.

At times Elizabeth Walsh may have a number of unavoidable commitments which mean that she is not able to immediately devote sufficient time to your complaint. In the interests of avoiding delay if this is the case then you will be informed accordingly and the matter passed to the Practice Manager, Rob Read, to investigate.

3. The person dealing with your complaint will send you a detailed written reply to your complaint, including details of their investigations and discussions with the Case Worker/member of staff and including suggestions for resolving the matter, normally within 28 days of acknowledgement.
4. If it is considered necessary by you or us, a meeting will be arranged to discuss and hopefully resolve your complaint. We will try to do this within 14 days of acknowledgement.
5. Within three working days of the meeting, we will write to you to confirm what took place and any solutions or plan of action that has been agreed.
6. At this stage, if you are still not satisfied, you should contact us again with details of points which are still in issue and the person dealing with your complaint will either review the matter again or can ask for another Senior member of staff to review the matter.

7. We will write to you within 14 days of receiving your request for a review to confirm our final position on your complaint and explain our reasons for reaching that decision.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman (0300 555 0333 or refer to www.legalombudsman.org.uk)
9. We confirm that the firm will not charge you for any time spent with us dealing with your complaint.

If, for any reason, there are changes to the timescales as set out above, e.g. due to holidays or illness or Court commitments (we will write to you to let you know and explain why and provide you with revised timescales).