

Hole & Pugsley Complaints Handling Procedure

Hole & Pugsley is 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 concern or a complaint that has not been dealt with to your satisfaction by the person handling your case or their supervising partner, please contact us as soon as you are aware of the problem so this can be addressed. Such complaints should be sent to Richard Pugsley. His Contact details are richard@hole-pugsley.co.uk 6 St Peter Street Tiverton EX16 6NX.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure. Where appropriate these will also be sent to your attorney, or in large font.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Richard Pugsley, who will review your matter file and speak to the member of staff who acted for you.
3. Richard Pugsley will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Richard Pugsley will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Richard Pugsley will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. 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.
7. 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.

Legal Ombudsman

If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.

The Legal Ombudsman will accept complaints up to six years from the date of the alleged act or omission by us about which you are complaining (or if outside this period, within three years of the time when you should reasonably have known there was a cause for complaint).

As set out in our Terms of Business, you have a right to complain or challenge an invoice. However, the Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for an assessment of the invoice.

Solicitors Regulation Authority (SRA)

The SRA is a regulatory body which regulates solicitors and law firms in England and Wales.

The SRA sets the professional rules that solicitors firms must comply with. You can make a complaint directly to them if you feel that the firm or a solicitor has not Complied with the SRA rules.

Further details can be found on the [SRA website](#).