

## HOGANS SOLICITORS

### COMPLAINTS PROCEDURE

1. Send your complaint in writing to us either by post – Hogans Solicitors, 10 Station Street, Rainhill, Merseyside, L35 0LP or by email to [info@hogans.co.uk](mailto:info@hogans.co.uk)
2. We will record your complaint in our central register of complaints and keep a record of all correspondence between us on file
3. Within three working days we will acknowledge receipt of your complaint and if necessary ask for any further information which we may require to deal with your complaint. We will also let you know the name of the person dealing with your complaint and the next steps in the process. At this stage we may also offer an appointment by telephone or in person if appropriate to help resolve your complaint
4. We will then conduct an investigation of your complaint which may involve speaking with members of staff, category supervisor(s) and examining the file. We may also return to you for further information during this time if necessary.
5. We will aim to send a response to you no later than 28 working days from the date we acknowledged your complaint. If we find that it is likely to take longer than this we will notify you in writing.
6. If on receipt of the findings/resolution letter you are still not satisfied with the outcome you can write to us again within 10 working days to request that the complaint be reviewed by another senior member of the firm.
7. We will then either
  - a. Agree to your request for further review and pass to another senior member of our team who will assess the decision and write to you confirming our final position within 15 working days

Or

  - b. Decline your request for further review and invite you to refer your complaint to the Legal Ombudsman