

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
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.

The Legal Ombudsman's contact details are as follows:

- PO Box 6167, Slough, SL1 0EH
- Telephone: 0300 555 0333
- Minicom: 0300 555 1777
- Email: enquiries@legalombudsman.org.uk
- Website: www.legalombudsman.org.uk

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority does not deal with client service complaints, but may review with matters where their Principles, Standards or Regulations have been breached by firms that they regulate (whilst this is highly unlikely to apply to your matter, we are professionally obliged to inform you of their role).

To contact the Solicitors Regulation Authority you can telephone on 0370 606 2555, email contactcentre@sra.org.uk, or write to The Cube, 199 Wharfside Street, Birmingham, B1 1RN. Alternatively, you can find more information by visiting:

<https://www.sra.org.uk/consumers/problems/>

Upon receipt of your complaint the Solicitors Regulation Authority aims to acknowledge it within ten to fifteen working days.

What will it cost?

We will not charge you for handling your complaint.