

Howard Bernstein Solicitors

Complaints Handling Procedure

Information for clients

We are sincerely sorry that you feel you have reason to complain about the service provided to you by this firm.

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 maintain and improve our standards.

Our complaints procedure is as follows:

If you perceive a problem with our service, please communicate the details to us in whichever way suits you best, but preferably in writing addressed to Howard Bernstein, the principal of this practice. Mr Bernstein will be responsible for conducting all investigations into the complaint and deciding if any remedial action is required, and if so, what course of action he should take to put things right. He is the Complaints Handler for this firm.

On receiving the details of your complaint we will record the matter in our central register and open a complaint file.

We will write to you acknowledging your complaint within 3 days of our receiving it.

Mr Bernstein will gather information concerning your complaint and will initiate investigations. Once all available information has been collected Mr Bernstein will consider all the issues and decide on the next course of action and how best to deal with your complaint.

We will investigate the issues surrounding your complaint within 14 days of receiving it and write to you confirming our findings.

Whenever possible, Mr Bernstein's decision will be sent to you within 10 days of completing his investigation.

We will notify you should these timescales change.

Our sole intention will be to investigate the issues thoroughly, and, should they be substantiated, resolve your complaint to your complete satisfaction.

If following our investigations you are dissatisfied, you may contact us again, requesting that we review our decision. We will let you know the result of any review within 7 days of its completion and will confirm to you in writing of our final position on your complaint, explaining the reasons for the decision reached.

If within 8 weeks of a complaint being made to us we have not resolved the matter to your satisfaction you have the right to refer your complaint to the Legal Ombudsman. This must be

done within 6 months of our written response to you. The Legal Ombudsman can be contacted by post, email or telephone, as follows:-

Post – The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Email – enquiries@legalombudsman.org.uk

Telephone – 0300 555 0333

Website: www.legalombudsman.org.uk

Any complaint should be made to us or if we have not resolved it within this time, you may complain to the Legal Ombudsman. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

You will not be charged for any time we spend dealing with your complaint.

If any of the above timescales need to be varied, we will let you know with an explanation as why changes were necessary.

The Solicitors Regulation Authority

The Solicitors Regulation Authority can also 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 Regulations Authority

Alternative Disputes Resolution Schemes

Alternative complaints bodies (such as Ombudsman Services, www.ombudsman-services.org/) exist which are competent to deal with complaints about legal services should you wish to use such a scheme. However, we do not agree to use this Alternative Dispute Resolution service in view of the availability of the independent Legal Ombudsman Service established under the Legal Services Act 2007. We are bound by our Regulatory Code to comply with the Legal Ombudsman.

Howard Bernstein can be contacted as follows;

Telephone - 0161 343 4136

Address

No 3 Henry Square Chambers

Portland Street South

Ashton-under-Lyne

OL6 7UE

Or alternatively via email to;
enquiries@howardbernsteinsolicitors.co.uk