

# THOMAS HIGGINS LIMITED

## Complaints Handling Policy

### 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 about our service or bill, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

Please address your complaint F.A.O Andrea Prowse, Thomas Higgins Limited, Lloyds Chambers, 19-21 Seaview Road, Wallasey CH45 4TH, email: [andrea.prowse@thomashiggins.com](mailto:andrea.prowse@thomashiggins.com)

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care manager, Andrea Prowse, who will review your file and speak to the member of staff who acted for you.
3. Andrea Prowse will then write to you and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Director, Thomas Higgins to review the decision.
5. 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.
6. If you remain dissatisfied at the end of our complaints process, you would then be at liberty to contact the Legal Ombudsman, provided you are an individual, a "micro-enterprise" (having fewer than 10 employees and annual turnover or assets not exceeding 2 million Euros), a charity or club/association with annual income of less than £1 million, or a trustee of a trust with assets of less than £1 million. The Legal Ombudsman can investigate complaints within one year of the date of the problem happening or within one year of when someone should have found out about the problem. However, if we send a final written response to your complaint within eight weeks of receiving it, the time limit for you to refer the matter to the Legal Ombudsman would be six months from the date of that final response.

If you would like more information about the Legal Ombudsman, their contact details are as follows:-

- Website - [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- Telephone - 0300 555 0333 between 8.30am to 5.30pm (calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines. Calls are recorded and may be used for training and monitoring purposes.
- E-mail - [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- Postal address - Legal Ombudsman, PO Box 6167 Slough, SL1 0EH

Alternative complaints resolution bodies also exist and are competent to deal with complaints about legal services, should both you and our firm wish to use such a scheme at the end of our internal complaints process. They provide Alternative Dispute Resolution (ADR) services. Small Claims Mediation is one such body, details of which can be found at [www.small-claims-mediation.co.uk](http://www.small-claims-mediation.co.uk) ; and another is Ombudsman Services, details of which can be found at [www.ombudsman-services.org](http://www.ombudsman-services.org)

The Ombudsman may not consider a complaint about our bill if you have applied to the court for assessment under Part III of the Solicitors Act 1974.

If we have to change any of the timescales above, we will let you know and explain why.

#### What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.

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