

## Hek Jones Solicitors – Complaints

**Hek Jones Solicitors are committed to providing a high-quality legal service to all of our clients. If something goes wrong, we need you to tell us about it. This will enable us to deal with your problem promptly and to improve our standards.**

### Complaints Procedure

If you have a complaint, please contact our Operations Executive, **Isobella Carter**. You can contact her:

1. By post at Second Floor, 14 Cathedral Road, Cardiff, CF11 9LJ
2. By email at **escalations@hekjones.com**

If she is unavailable, or she has handled an escalation previously, your complaint will be referred to **Heidi Morse**.

#### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 3 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve your file being passed to Isobella Carter (or Heidi Morse in the circumstances referred to above). She will then review the file and speak to the person who acted for you, about your complaint.
3. You will then receive a detailed written reply to your complaint, including any suggestions for resolving the matter where appropriate, within 8 weeks of the date of the acknowledgment letter.
4. If you remain unsatisfied by the outcome of the investigation, then you should contact us again and we will arrange for another director to independently review your complaint.
5. We will write to you again within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If for any reason we have to change any of the timescales above, we will contact you and explain why.

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**The Legal Ombudsman**

If we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.

Before accepting a complaint for investigation the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should have realised that there was cause for complaint;

**and**

- Within six months of receiving a final response to your complaint.

If you would like more information about the Legal Ombudsman please contact them:

1. Visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
2. Call 0300 555 0333 between 10am to 4pm.
3. Relay UK: 18001 0300 555 0333
4. Email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
5. Legal Ombudsman PO BOX 6167, Slough, SL1 0EH

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### **The Solicitors Regulation Authority (SRA)**

We are regulated by the Solicitors Regulation Authority (SRA). Their website can be found at [www.sra.org.uk](http://www.sra.org.uk).

The SRA can investigate any allegations relating to breaches of professional conduct rules or the SRA Principles.