



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 and to improve our standards.

Complaints Procedure

If you have a complaint, please contact our client care partner Heidi Morse. You can contact her:-

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

If she is unavailable, or your complaint is about her, your complaint will be referred to Andrew Jones.

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 Heidi Morse (or Andrew Jones 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.



The Legal Ombudsman

If at the conclusion of this procedure you are still not satisfied then you can contact the Legal Ombudsman and request them to investigate the matter further. Any complaint to the Legal Ombudsman must usually be made within 6 months of receipt of our final written response addressing your complaint. The Legal Ombudsman expects any complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year from when you should reasonably have known that there was a cause for complaint.

The Legal Ombudsman only deals with complaints from the following clients:

- An individual/consumer.
- A business/enterprise with less than ten employees and turnover or assets not exceeding €2 million.
- A charity with a net annual income of less than £1 million.
- A club/association/organisation whose affairs are managed by its members/a committee, and which has a net annual income of less than £1 million.
- A trustee of a trust that had an asset value of less than £1 million.
- A personal representative or beneficiary of the estate of a person who, before they died, had not referred the complaint to the Legal Ombudsman.

The Legal Ombudsman can be contacted as follows:-

1. By post at PO Box 6806, Wolverhampton WV1 9WJ
2. By telephone on 0300 555 0333
3. By email at enquiries@legalombudsman.org.uk
4. Via the website at www.legalombudsman.org.uk which also contains further information about how the Legal Ombudsman deals with complaints.

The Solicitors Regulation Authority

We are regulated by the Solicitors Regulation Authority (SRA). Their website can be found here www.sra.org.uk .

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