

Haris Law Limited

COMPLAINTS HANDLING PROCEDURE

Concerns Protocol

At Haris Law, our dedication is to deliver outstanding legal services to all our clients. Should any aspect fall short of your expectations, we encourage you to bring it to our attention. Your feedback is invaluable in helping us enhance our service standards.

How to Raise Concerns

If you find yourself dissatisfied with our services or have concerns regarding a billing matter, kindly reach out to our Client Care Team. You can reach them via mail at Client Care Team, Haris Law Solicitors, Unit 9, Ramsgreave Business Park, Blackburn, BB1 8RP or through email at info@harislaw.co.uk. Please mark all communication for the attention of the Client Care Team.

For clarity, we recommend utilizing the attached Client Complaint Form to articulate the nature of your concern and its origins. Additionally, please confirm the name of the individual handling your case and provide your file reference number.

What Follows

Upon receiving your complaint:

Within 7 calendar days, we will record it in our central database, open a dedicated file, and send you an acknowledgment letter.

We may seek clarification on any unclear details.

If additional information is required, we will acknowledge it within 7 calendar days and outline the next steps.

Investigation Process

Our investigation timeline:

Within 21 calendar days, we will ask the staff member involved to comment and review your file.

Within 56 calendar days, we will share our perspective on your complaint and propose resolutions.

If necessary, we might invite you to a meeting, confirming the outcomes within 7 calendar days.

Outsourcing Concerns

To uphold our commitment to client care, we may opt to outsource some complaints to an Independent Complaints Handler, ensuring an impartial assessment within 56 calendar days.

Timely Updates

Any changes to the mentioned timeframes will be communicated promptly with an explanation.

No Charges

Rest assured, there are no charges for the time spent addressing your complaint.

Legal Ombudsman

If we can't resolve your complaint within eight weeks, you can refer it to the Legal Ombudsman. Contact them at 0300 555 0333 or enquiries@legalombudsman.org.uk.

Solicitors Regulation Authority

For concerns about ethics or integrity, contact the Solicitors Regulation Authority (SRA) at <https://www.sra.org.uk/consumers/problems/report-solicitor.page#report>. The SRA does not handle service-related complaints; those should be directed to the Legal Ombudsman.

