

# **Michael Hill Partnership**

## **Complaints Procedure**

We are confident that we can provide a high quality service. It is therefore important that you raise any concerns you may have with us immediately. We value your goodwill and would not wish to think you have reason to be unhappy with us. If, however, you have any queries or concerns about our work for you, please raise them in the first instance with the person responsible for your work. If that does not resolve the problem to your satisfaction or you would prefer not to speak to that person, then please contact the person named in your letter of engagement as having overall supervision of your matter who is designated to assist with any complaints. They can be contacted by telephoning 0116 254 1609 and requesting their extension or emailing [complaints@michaelhillll.co.uk](mailto:complaints@michaelhillll.co.uk) and referring to the complaint you wish to make.

The procedure we have in place is that firstly the person responsible for your work or their supervisor will try to answer your complaint, if you remain unhappy with their response you may notify the person making that response to refer to a partner to review your complaint. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman. Normally, you will need to bring a complaint to the Legal Ombudsman within 6 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). The Legal Ombudsman may be contacted by post at PO Box 6806 Wolverhampton WV1 9WJ.