

# HARVEY ROBERTS

J H ROBERTS BA Solicitor  
J BURGESS LLB Assistant Solicitor  
D HUXLEY BA HONS Assistant Solicitor

SOLICITORS  
WESTBOURNE CHAMBERS  
92-94 GORTON ROAD  
REDDISH  
STOCKPORT  
SK5 6AN  
TELEPHONE :0161 443 2828  
Fax :0161 432 8079 DX 702790 Reddish

## Terms of Business

### Regulated services

Harvey Roberts Solicitors is authorised and regulated by the Solicitors Regulation Authority (the SRA). This means that we are governed by a Code of Conduct and other professional rules, which you can access on the SRA's website ([www.sra.org.uk](http://www.sra.org.uk)).

References in these terms of business to **us, we** and **our** mean **Harvey Roberts Solicitors** **you, your, you're** and similar terms mean the **Client**

### Our Policy

We are committed to providing a high-quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

### How do I make a complaint?

If you are unhappy about any aspect of our service, please contact our COLP Mr John Roberts (Solicitor) by

- Telephone on 0161 443 2828,
- Email at: [john@harveyroberts.co.uk](mailto:john@harveyroberts.co.uk)
- Post to 92 – 94 Gorton Road, Reddish, Stockport, SK5 6AN

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint, and
- your file reference number (if you have it)

If you require any help in making your complaint we will try to help you.

### **How will you deal with my complaint?**

We will record your complaint centrally. We will write to you within 3 working days acknowledging your complaint, enclosing a copy of this policy.

We will investigate your complaint. This will usually involve:

- reviewing your complaint
- reviewing your file(s) and other relevant documents, and
- speaking with the person who dealt with your matter

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We will update you on the progress of your complaint at appropriate times.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

### **What if I am not satisfied with the outcome?**

If you are unhappy with the outcome of our complaints handling procedure, please first let us know and we will review the matter.

If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman:

- by post at PO Box 6806, Wolverhampton, WV1 9WJ
- by telephone: 0300 555 0333, or
- by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

You must usually refer your complaint to the Legal Ombudsman within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

The Solicitors Regulation Authority can help you 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. You can raise your concerns with the **Solicitors Regulation Authority** Any complaints regarding conduct must be reported to our regulator, the SRA. Further information on how to do this can be viewed here <https://www.sra.org.uk/consumers/problems/report-solicitor/>.

Alternative complaints bodies such as Ombudsman Services - <https://www.ombudsman-services.org/> exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman

If we are unable to resolve your complaint, and it relates to a contract we entered into online or by other electronic means, you may also be able to submit your complaint to an approved alternative dispute resolution (ADR) provider in the UK via the EU 'ODR platform.'

The ODR platform is an interactive website offering a single point of entry for disputes between consumers and traders relating to online contracts. The ODR platform is available to consumer clients only, i.e. where you have instructed us for purposes outside your trade, business, craft or profession.

The website address for the ODR platform is: <http://ec.europa.eu/odr>

### **What will it cost?**

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.

The ODR platform itself is free to use, but the ADR entity to which the complaint is transmitted may charge for its service. The ADR entity is responsible for informing all parties of the cost of its dispute resolution procedure.

### **Terminating your instructions**

You may end your instructions at any time by giving us notice in writing. We can keep all your papers and documents while our charges or disbursements are outstanding.

We can only decide to stop acting for you with good reason and we must give you reasonable notice. If you or we decide that we should stop acting for you, you are liable to pay our charges up until that point. These are calculated on the basis set out in our Client Care letter confirming your instructions.