

Our Complaints Policy

1. You should raise promptly with us any concerns you have about our service, the work we are doing for you or our charges. Please provide as much detail as possible so that we can investigate your complaint. We are committed to providing a high-quality service to all our clients. However, we encourage clients to tell us when something goes wrong. Receiving this feedback from clients helps us to improve and maintain our standards.
2. Where you wish to make a formal complaint please let us know the details in writing. A formal complaint encompasses any genuine expression of dissatisfaction resulting in a formal complaint, whether oral or written and whether objectively justified or not, from or on behalf of an eligible complainant about the Firm's provision of, or failure to provide, legal services.
3. Normally a complaint will not be considered if it is made out of time. Complaints should be raised as soon as reasonably practicable and in any event need to be made within six years of the date when the cause for the complaint arose, or three years after the complainant should have reasonably known that there was cause for complaint, whichever is the later.

Complaints about costs

1. If your complaint relates to our charges you should consider of your statutory rights under the Solicitors Act 1970 ("the Act"). Time limits apply to applications to the Court made under the Act. You should seek prompt independent legal advice if you are uncertain of what steps you need to take under the Act. You can find details of specialist costs lawyers via <https://www.associationofcostslawyers.co.uk>.
2. We are obliged to provide you with the information in respect of costs. We usually do this by providing details of our hourly charges in our engagement letters and by appropriate estimates of costs. Where giving reliable estimates is not possible, for example because the scope of work is not sufficiently clear, we will provide updates as to the level of costs that have been incurred by way of costs updates and/or by the rendering of invoices.
3. If your complaint is about costs then you should explain:-
 - a. Which items of charge in respect of our invoices you dispute and why. We can provide the information contained in our invoices in spreadsheet form if that would be helpful to you; and/or
 - b. Why it is you say we did not provide appropriate information in respect of costs.

Complaints about value

4. We seek to provide good value for money by ensuring that our charging rates are competitive and that, in so far as the manner in which we are instructed allows for this, the work we do is reasonable. We also seek ensure that you are advised appropriately as to the cost/benefit of the courses of action under consideration. If the complaint is about value then you should explain how you say the way in which we provided our services, taking into account the

manner in which we were instructed and other relevant circumstances (for example the urgency of the work required), has caused poor value.

Complaints relating to outcomes

5. We can almost never provide certainty of outcome in disputes because there are a number of factors which are not within our control. We will endeavour throughout a mandate to ensure that, subject to the instructions we are given, you are appropriately advised. If your complaint is about an outcome then you should explain what it is we have done or failed to do whilst acting for you and which you say caused the outcome in question.

Who you should complain to

6. You should normally contact our Client Care Partner, Marc Keidan. You can write with full details of your complaint to Mr Keidan at 44 Southampton Buildings, London WC2A 1AP or email him at mkeidan@keidanharrison.com. As Client Care Partner, Mr Keidan has overall responsibility for the complaints procedure at Keidan Harrison LLP.

What will happen next?

7. After you contact the Client Care Partner, s/he will normally send you a letter or email acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
8. We shall then investigate your complaint. This will normally involve the Client Care Partner, or another senior individual in the Firm (“the **Investigator**”), reviewing such documentation related to the matter as may be appropriate for purposes of considering the complaint and discussing your complaint where appropriate with the person(s) who acted for you.
9. A meeting or other discussion with you may sometimes be proposed, where it is considered that this would be appropriate in all the circumstances and may assist resolution of the complaint. We are not obliged to and do not offer a meeting in all circumstances but if you feel particularly strongly that a meeting would be helpful then we will take this into account. Where this is proposed it will normally be proposed within 4 weeks of receipt of the complaint. Normally within 5 working days of any such meeting/discussion, the Investigator will write to you to confirm what took place and any solution he/she has proposed to, or agreed with, you.
10. If we have to change any of the timescales set out above for dealing with your complaint, we will normally let you know and explain why.
11. We have 8 weeks to consider your complaint and provide you with a final response. If we have not done this, or if you are not satisfied with the outcome of the investigation of your complaint, you may complain to the Legal Ombudsman in writing at PO Box 6806 Wolverhampton WV1 9WJ or by telephone on 0300 555 0333 or by e-mail at enquiries@legalombudsman.org.uk.
12. Normally you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving our final written response to your complaint.

13. The Legal Ombudsman may refer your complaint to the SRA if they are not the correct body to consider the matter, as the Legal Ombudsman's services are only available for certain types of complaints and complainants. For full details, please visit:
<https://www.legalombudsman.org.uk/make-a-complaint/> and/or
<https://www.sra.org.uk/consumers/problems/report-solicitor>.

Last reviewed: January 2021