



Thomas Horton LLP

SOLICITORS

Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something is wrong, you need to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint, please contact us with the details.

What Will Happen Next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Managing Partner Mr Richard Hull, who will review your matter file and speak to the member of staff who acted for you.
3. Our Managing Partner will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
4. If our Managing Partner feels it appropriate, he will invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 21 days of sending you the acknowledgement letter.
5. Within three days of the meeting, our Managing Partner will write to you to confirm what took place and any solutions he has agreed with you.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Partner to review his decision or a local conciliatory officer as recommended by the Solicitors Regulation Authority (if available) to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman (administered by the Office for Legal Complaints under the Legal Service Act 2007) the address of which is P.O. Box 6806 Wolverhampton WV1 9WJ, about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact

(0300 555 0333 (calls are charged at a local rate and will be recorded) or email at enquiries@legalombudsman.org.uk).

If we have to change any of the timescales above, we will let you know and explain why.