Our Complaints Policy

Ward Hadaway Solicitors are committed to providing a high-quality legal service to all our Clients. If at any point you are dissatisfied we need you to tell us about it. This will assist us in resolving the situation and help us to raise our own standards.

You can express dissatisfaction through any of the channels listed in point 9 – How to contact us.

Our Complaints Procedure

If you have a complaint (including a complaint about the firm’s invoices) please contact the person dealing with your matter, or Jamie Martin, our Senior Partner. If you are not a client of ours, please contact Jamie Martin. Contact methods are detailed below.

Your complaint will be passed to the Partner in charge of the Department or Unit that is involved in progressing the matter upon which your complaint is based. Where we have to change any of the timescales, set out below, in dealing with your complaint we will let you know and explain why.

In respect of Mediations conducted by our CMC Registered Mediators you will need to contact the Civil Mediation Council, directly to have your complaint reviewed: https://civilmediation.org/contact-us/

What will happen next?

1. We will send you a letter acknowledging your complaint within three days of the receipt of your complaint. You may be asked to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name and contact details of the person who will actually be dealing with your complaint.

2. We will then arrange to record your complaint in our central register and open a file for your complaint. The appointed person will investigate your complaint.

3. If appropriate, we will then invite you to meet with us to discuss and hopefully resolve your complaint. We will endeavour to meet with you in this way no longer than 14 working days after receiving your complaint. If you prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write fully to you setting out our views on the situation and any redress we are able to offer if relevant.

4. Within five working days of any meeting, we will write to you to confirm what took place and any suggestions that we agreed with you.

5. At this stage, if you are still not satisfied, you can write to us again. We will then arrange to review our decision. We would generally aim to do this within 14 working days of your response. This will happen in one of the following ways:

- We will review our position.
- We will arrange for someone within the firm, who has not been involved in your complaint, to review it.
- We will arrange a separate review of your complaint within those 14 working days.
6. We will let you know the result of the review within 5 working days of the end of the review. At this time we will write to you confirming Ward Hadaway’s final position on your complaint and explaining our reasons. We will also give you details of the Legal Ombudsman (www.legalombudsman.org.uk), where this is appropriate. If you are still not satisfied, you can contact them about your complaint and, in respect of any disputed invoice, you may apply to the court for an assessment of the invoice under Part III of the Solicitors Act 1974. It is very much to be hoped, however, that this will not prove necessary.

The service offered by the Legal Ombudsman is open to all members of the public and small businesses, charities, clubs and trusts and further details are available on www.legalombudsman.org.uk.

A complaint to the Legal Ombudsman normally has to be made within six months of receiving a final written response from us about your complaint.

The Legal Ombudsman’s telephone number is 0300 555 0333. You may email enquiries@legalombudsman.org.uk or write to Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ. Please also see section 15 of our terms of business.

7. We are authorised and regulated by the Solicitors Regulation Authority (www.sra.org.uk) and the rules and regulations governing how we should act and carry out our business are contained in the SRA Handbook and in particular the SRA Code of Conduct. These can be accessed and downloaded on www.sra.org.uk/handbook/ or obtained by asking us for the relevant code of conduct or regulations).

8. Alternative complaints bodies also exist, which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. An example is ProMediate (UK) Limited whose website is www.promediate.co.uk. We do not wish to use such an alternative complaints body as we consider that the Legal Ombudsman has the most experience in dealing with such complaints.

9. How to contact us:

Ward Hadaway Solicitors
Sandgate House
102 Quayside
Newcastle upon Tyne
NE1 3DX

Telephone: 0330 137 3000
E-Mail: complaints@wardhadaway.com

For a large text version of this document, please contact enquiries@wardhadaway.com