



## COMPLAINTS PROCEDURE

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1. Our Complaints Handler is Lorna Johnson who is the firm's Compliance Manager. Her job is to investigate and report back to you on your complaint. You should contact her in writing either by post to 19 Tuesday Market Place, King's Lynn, Norfolk, PE30 1JW, or via email to [lorna.johnson@hawkinsryan.com](mailto:lorna.johnson@hawkinsryan.com) . Please mark your letter or email "Complaint" and quote the file reference from our previous correspondence if possible. If your complaint is about work which is ongoing, that work (but not the complaint) will normally continue to be in the hands of the person you have already dealt with unless upon investigation we decide, with your agreement, that someone else should take it over.
2. We will acknowledge receipt of your complaint in writing within a maximum of three working days from receipt.
3. We will investigate your complaint. This will normally involve reviewing your file in detail and speaking to the member of staff who acted for you. If your complaint relates to a matter where the file has been closed, we may need to obtain your file from our archive storage facility, which may take up to three working days. We may also need to contact you to ask for further information.
4. We will send you a detailed written response to your complaint, including our suggestions for resolution, within twenty working days from receipt of the complaint.
5. If you are not satisfied, you should contact us again within fourteen days after receiving our response. We will arrange for a partner who has not had any dealings with the matter to review the initial decision.
6. We will write to you within ten working days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.
7. If you are still not satisfied, you can then contact the Legal Ombudsman at:

The Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Telephone: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

The Legal Ombudsman will not normally deal with complaints unless our complaints procedure has been exhausted. We are allowed up to eight weeks to do this. The Legal Ombudsman asks that you contact his office within six months of your last contact with the firm. Please note that the Ombudsman will not handle complaints from large businesses (see the Legal Ombudsman website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk))