

## **Harvey Associates**

### **Our Complaints Procedure**

We will aim to deal with formal complaints in the following way and according to the following timescales.

1. If you have a complaint, please raise it with the Fee Earner responsible for your matter. Alternatively you may raise your complaint directly with our Practice Director, Graham Harvey (by email at [graham@harveyassociates.co.uk](mailto:graham@harveyassociates.co.uk), by post to Harvey Associates Limited Portland House Bressenden Place London SW1E 5RS or by telephone on 020 3745 5549.
2. If the complaint cannot be dealt with there and then, we will, within five working days, acknowledge it in writing (which may be by email) and let you know who will be dealing with it. We may ask you to clarify your complaint or explain it in more detail.
3. We will start to investigate your complaint within two working days of receiving it or your clarification or further explanation of it, and we may suggest a meeting with you.
4. Normally our investigation would involve: reviewing the nature of your complaint; looking at your file(s) and other relevant documentation; and speaking with the person(s) who dealt with your matter.
5. We will aim to complete our investigation and respond to your complaint within 15 working days of the date of our letter of acknowledgement. This may include suggestions for resolving the matter.
6. If we need longer to complete our investigation and respond to your complaint, we will contact you again within this timescale to explain the position. If necessary, we will do this on a recurring 15 working day cycle until you have received our substantive response. In any event, we will provide you with our substantive response within eight weeks of receiving your complaint.
7. If you are not satisfied with our further response, you may be able to pursue the matter further by raising it with the Legal Ombudsman. Their complaints and redress scheme is available to individuals and certain types of small entities and organisations and is free of charge to use. Please contact them for further information on how you make a complaint and the appropriate timescales.

**A** The Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ.

**E** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**T** 0300 555 0333

### **if you are concerned about our behaviour or an individual at our firm**

The [Solicitors Regulation Authority](#) can help you if you are concerned about our behaviour or the behaviour of an individual at our firm.

Harvey Associates Limited

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