



COMPLAINTS PROCEDURE

We strive to offer a high level of service to all clients but if for any reason you are dissatisfied with any part of our service, you can let us know by following the complaints policy set out below.

1. In the first instance, please send the complaint to the solicitor dealing with your matter in the hope the problem can be resolved.
2. If you remain dissatisfied with the response from the solicitor dealing with your matter, please submit full details of the complaint in writing to :

Complaints Officer
Susan Hall & Co Solicitors Limited
24 to 25 Market Place
Hitchin
Hertfordshire
SG5 1DT

The Complaints Officer will write to acknowledge your complaint and will then conduct a file review. The Legal Ombudsman affords us a period of 8 weeks to respond to a complaint in writing but we will seek to resolve any problem sooner if we reasonably can.

3. If you remain dissatisfied having received our final response to your complaint, you may contact the Legal Ombudsman but you must do so within 6 months of our final response. For further information on the criteria for eligibility for a Legal Ombudsman referral, please see their website below.

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
www.legalombudsman.org.uk
T: 0300 555 0333