



## COMPLAINTS PROCEDURE

We at Morgan Has solicitors are committed to providing you with a high standard of legal service.

When something goes wrong, we rely on you to tell us about it which allows us the opportunity to put things right and improve our standards.

### **What to expect next**

1. In the first instance we ask that you raise your concerns with the person who has conduct of your matter.
2. If you feel that the person dealing with your matter was not able to resolve your issue to your satisfaction, we then ask you to complete our complaints form and submit this to our firm's Complaints Handler.
3. Once the Complaints Handler receives your complaint form, they will acknowledge receipt and confirm that they will be investigating the matter and will revert to you within fourteen days.
4. Should the investigation take longer than anticipated, our Complaints Handler will write to you informing you that there will be a delay.
5. Once the investigation has been conducted the Complaints Handler will write to you with their finding and will discuss the remedies that are open to you.
6. If the complaint is considered invalid or unjustified, the Complaints Handler will provide you with sufficient information to justify the rejection of the complaint.
7. Should finding of the complaint be in your favour the remedies could be one of the following:
  - a. Apology from the firm with the assurance that the issue will not happen again.
  - b. Immediate action to resolve the nature of the complaint
  - c. A potential reduction of the total bill.
  - d. A change in the fee earner should there be a break complete down in communication between both parties and it may be better for another fee earner to take contact of your matter.
  - e. Compensation where applicable and if it has transpired that the complaint has arisen from unsatisfactory work being conducted

8. If all else fails and we are unable to resolve your complaint to your satisfaction then you have the right to take your complaint to the Legal Ombudsman who can be contacted as follows:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9W  
0300 555 0333  
[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Complaints to the Legal Ombudsman are usually made within six months of receiving a final written response from us about your complaint.

Finally, if you have a complaint in relation to our behaviour, for conduct such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic, then you can contact our regulatory body the Solicitors Regulation Authority (SRA).

For further guidance on how they can assist in addressing your concerns click the following link: [Solicitors Regulation Authority](#).

If there is anything about our firm's complaints handling procedure that you are unsure about or need clarification on, please feel free to contact our Complaints Handler by email at [management@morganhas.co.uk](mailto:management@morganhas.co.uk).