



## HUMBER LAW - COMPLAINTS HANDLING PROCEDURE (CLIENT VERSION)

### 1. Our complaints policy

- 1.1. We are committed to providing a high-quality legal service to all our clients.
- 1.2. When something goes wrong, we need you to tell us about it.
- 1.3. This will help us to improve our standards.

### 2. Our complaints procedure

- 2.1. If you have a complaint about our service or a bill that we have rendered or both, please contact us with the details.

- 2.2. The person to contact is David Stokes, and he can be reached in writing to:

Humber Law

Beverley Enterprise Centre

Beck View Road

Beverley

East Riding of Yorkshire

HU17 0JT

Or by email to: [david@humber.law](mailto:david@humber.law)

- 2.3. What will happen next?

- 2.3.1. We will send you a letter acknowledging receipt of your complaint within 7 days of us receiving the complaint, enclosing a copy of this procedure

- 2.3.2. We will then investigate your complaint.

- 2.3.3. David Stokes will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.

- 2.3.4. Within 7 days of the meeting, David Stokes will write to you to confirm what took place and any solutions he has agreed with you.

- 2.3.5. If you do not want a meeting or it is not possible, David Stokes will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.



2.3.6. If you are not satisfied with our response, you can then contact the Legal Ombudsman at:

PO Box 6806

Wolverhampton

WV1 9WJ

Tel: 0300 555 0333 or 0121 245 3050

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

2.4. There are time limits within which complaints must be made to the Legal Ombudsman. From 1 April 2023, the time limits for referring a complaint to the Legal Ombudsman are:

2.4.1. Generally speaking, your complaint should be made to the Ombudsman within six months of receiving a final response from us to your complaint; or

2.4.2. one year from the date of the act or omission being complained about; or

2.4.3. one year from the date when the complainant should have realised that there was cause for complaint.

2.5. You also need to be aware that the Ombudsman only deals with complaints from the following:

2.5.1. an enterprise which, at the time that the complaint is made, is a micro-enterprise within the meaning of arts.1, 2(1) and (3) of the Annex to Commission Recommendation 2003/361/EC, as that Recommendation had effect at the date it was adopted;

2.5.2. a charity with an annual income net of tax of less than £1 million at the time at which the complainant refers the complaint to the respondent;

2.5.3. a club, association or organisation, the affairs of which are managed by its members or a committee or committees of its members, with an annual income net of tax of less than £1 million at the time at which the complainant refers the complaint to the respondent;

2.5.4. a trustee of a trust with an asset value of less than £1 million at the time at which the complainant refers the complaint to the respondent;

2.5.5. a personal representative of an estate of a person; or

2.5.6. a beneficiary of an estate of a person.