

Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. If something goes wrong, we want to know about it so we can resolve the issue and continue to improve our service.

How to Make a Complaint

If you are unhappy with any aspect of the service you have received from EH Reclaim, a trading name of Edwards Hoyle Solicitors, you can contact us by:

Email: admin@ehreclaim.co.uk

Post: EH Reclaim, T3(C), 3rd Floor – Chimney Entrance, The Adelphi Mill, Grimshaw Lane, Bollington, SK10 5JB

If you need this procedure in an alternative format (e.g., large print), please let us know.

Our Complaints Process

1. Acknowledgement

- We aim to resolve any concerns as early as possible.
- We will send you an acknowledgement within 3 working days of receiving your complaint, confirming that it is being handled in line with this procedure.

2. Investigation

- Your complaint will be investigated by someone who has not been directly involved in the matter and who has the authority to resolve it.
- We may contact you for further information if needed.

3. Our Response

- Within 10 working days, we will send you either:
 - A final response fully addressing your complaint; or
 - A holding response explaining why we are not yet able to provide a final response and confirming when you can expect further contact.
- We aim to issue a full and final response within 8 weeks of receiving your complaint.

If You Are Still Unhappy

If you remain dissatisfied after receiving our final response, or if we have not resolved your complaint within 8 weeks, you can refer your complaint to the Legal Ombudsman: Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH. Telephone: 0300 555 0333. Email: enquiries@legalombudsman.org.uk

Time limits for contacting the Legal Ombudsman:

- You must contact the Ombudsman within:
 - 6 months of our final complaint response, and
 - 1 year from the date of the problem or the date when you first became aware of it.

Concerns About Professional Conduct

- If your concern relates to professional misconduct (e.g., dishonesty, discrimination, or misuse of client money), you can contact the Solicitors Regulation Authority (SRA):
 - The SRA can be contacted via their website: <https://www.sra.org.uk/consumers/problems/>