

Complaints

We are committed to providing a high-quality legal service to all our clients. If something goes wrong, we need to know about it. This will help us improve our operating standards.

If you are not happy with the service you have received from EH Reclaim, a trading name of Edwards Hoyle Solicitors, please contact **admin@ehreclaim.co.uk** or write to:

EH Reclaim

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

Complaints Process

1. Acknowledgement

a. We aim to resolve any expression of dissatisfaction as soon as possible. We will send a prompt acknowledgement, providing early reassurance that your complaint has been received and is being dealt with in line with our complaints procedure. This will be within three days of receiving the complaint.

2. Investigation & Decision

a. Wherever possible, the person handling your complaint will not have been directly involved in the matter that is the subject of the complaint and will have the authority to settle the complaint.

b. Within 10 working days of receiving a complaint, we will send you either:

i. A final response adequately addressing the complaint; or

ii. A holding response explaining why we are not yet in a position to resolve the complaint and indicating when we will make further contact with you.

If you still feel your complaint has not been resolved satisfactorily, you can ask the Legal Ombudsman to consider the complaint by writing to:

Legal Ombudsman

PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Email: **enquiries@legalombudsman.org.uk**

The Solicitors Regulation Authority can help you if you are concerned about our behaviour:

<https://www.sra.org.uk/consumers/problems/>. This could be for issues such as dishonesty, taking or losing your money, or treating you unfairly because of your age, disability, or other characteristic