

Thomas Higgins Limited Solicitors

Complaints Procedure

We pride ourselves on providing our clients with a fast, efficient and cost effective debt collection service.

We are committed to high quality service and client care. It is important to us that you are satisfied with the service you receive. However, should you find that you are dissatisfied with any area of our service or our bill we would request that you please raise it with the person who is handling the matter, with a view to the matter being resolved quickly.

If you remain concerned or we could not agree an appropriate course of action, then your complaint should be sent to:-

Andrea Prowse the firm's client care manager:-

Email:- andrea.prowse@thomashiggins.com,

Tel: 0151 630 8030

Fax: 0151 630 8031,

Andrea will provide you with a copy of our full Complaints Procedure and will attempt to resolve the matter to your satisfaction.

Your right to complain might relate to the way in which your matter is being handled, or about a bill that we issue. In the case of a complaint about a bill, there might also be a right to object to the bill by applying to the Court for an assessment of the bill under Part III of the Solicitors Act 1974. However, we would point out that if all or part of a bill remains unpaid, we may be entitled to charge interest, such entitlement being set out above.

If following our Complaints Procedure you remain dissatisfied, you may have the right to complain to the Legal Ombudsman (LeO).

www.legalombudsman.org.uk

Tel:- 0300 555 0333.

Address:

PO Box 6806

Wolverhampton

WV1 9WJ

Email: enquiries@legalombudsman.org.uk

Our complaints procedure gives details of the categories of person/organisation that are entitled to complain to the Legal Ombudsman, relevant timescales and the possibility of the complaint being concluded by way of Alternative Dispute Resolution (ADR)