



CH HAUSMANN & CO. COMPLAINTS PROCEDURE

If you are unhappy with any aspect of the service provided, please contact the person who has day to day conduct of the matter, or if you prefer their supervising partner. This may be done by telephone, email or by post.

If the issue is unable to be resolved with the fee earner or supervising partner directly a formal complaint may be made, in writing, to **Alexander Trager-Lewis** at the following address:

The Complaints Officer
CH. Hausmann & Co.
5 De Walden Court
85 New Cavendish Street
London
W1W 6XD

Complaints can also be made to the Complaints Officer
By email: a.trager-lewis@chhausmann.co.uk
By DX: 83302 West End 2
By fax: 020 7436 6337

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority. Their details are as follows:

Solicitors Regulation Authority

Website: <https://www.sra.org.uk/consumers/>
Tel: 0370 606 2555 inside the UK
International callers: +44 (0)121 820 2250

Opening hours

Monday	08.00-17.00
Tuesday	08.00-17.00
Wednesday	10.00-17.00
Thursday	08.00-17.00
Friday	08.00-17.00



What to expect

The Complaints Officer will acknowledge your complaint within 7 working days of receipt and will advise you of the date by which a full response should be received.

Our aim is to provide a full response within 28 working days of our acknowledgement and if there is to be any delay in this we shall inform you accordingly.

If you are not happy with the response provided

If you are unsatisfied with our response, you have the right to complain to the Legal Ombudsman. Their details are as follows:

The Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ.

Opening Hours: 10am to 4pm, Monday to Friday
Telephone: 0300 555 0333
From overseas: +44 121 245 3050
Email: enquiries@legalombudsman.org.uk
Website: <https://www.legalombudsman.org.uk/>

Timescale

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving our final response to your complaint
- and**
- No more than one year from the date of the act or omission being complained about;
- or**
- No more than one year from the date when you should reasonably have known that there was cause for complaint.