

The Solicitors Regulation Authority - Core Principles

These Principles are our fundamental ethical and professional standards.

We will :

1. Uphold the rule of law and the proper administration of justice.
2. Act with integrity.
3. Not allow our independence to be compromised.
4. Act in the best interests of each client.
5. Provide a proper standard of service to our clients.
6. Behave in a way that maintains the trust the public places in us and in the provision of legal services.
7. Comply with our legal and regulatory obligations and deal with our regulators and ombudsmen in an open, timely and co-operative manner.
8. Run our business or carry out our role in the business effectively and in accordance with proper governance and sound financial and risk management principles.
9. Run our business or carry out our role in the business in a way that encourages equality of opportunity and respect for diversity.
10. Protect client money and assets.

Harris & Harris - Client Care Standards

Harris & Harris aim to provide a professional, efficient, and friendly service. As part of that you can expect us to :

- ❖ be polite, courteous and punctual
- ❖ reply to letters as soon as possible, and within five working days at most
- ❖ return your call as soon as possible, and within one working day, if we cannot deal with your inquiry immediately
- ❖ keep you informed about your case, answer your questions, and advise you, in person if you want
- ❖ report to you monthly about the progress of your case
- ❖ give you the best information possible about the timescale and cost of your case
- ❖ consult you on the instruction of barristers and experts

“professionals with a human face”

Client Care Information



If you think we are not meeting our Client Care Standards, have any concerns about the service we are giving you or a bill please raise this first with the person acting for you or the partner responsible for their work. If they cannot resolve your concerns please contact the Complaints Partner who will investigate them under our Complaints Procedure. The contact details for the Complaints Partner and the Complaints Procedure are available on our website, or just ask for them.

If we cannot resolve your Complaint you can ask the Legal Ombudsman to consider your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint. You may also be entitled to ask the court to assess a bill under Part III of the Solicitors Act 1974. The Legal Ombudsman may not consider a complaint about the bill if you have applied to the court for it to be assessed.

For more information see: <http://www.legalombudsman.org.uk/>

You can contact the Legal Ombudsman on 0300 555 0333 (calls cost the same as a normal 01 or 02 landline number, even from a mobile phone, and are recorded for training and monitoring purposes). If you are calling from overseas call +44 121 245 3050. Email enquiries@legalombudsman.org.uk or write to PO Box 15870, Birmingham B30 9EB.

The Law Society of England and Wales is a designated professional body for the purposes of the Financial Services and Markets Act 2000. The Solicitors Regulation Authority is the independent regulatory arm of the Law Society. The Legal Ombudsman appointed by the Office for Legal Complaints deals with complaints against lawyers. If you are unhappy with any insurance advice you receive from us, you should raise your concerns with either of those bodies.

Our Professional Indemnity Insurers for work in all jurisdictions are QBE Insurance (Europe) Limited. Claims are notified to and handled by AON Claims Solutions, 8 Devonshire Square, London, EC2M 4PL

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