

Client Care Information



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

If you think we are not meeting our Client Care Standards or have any other concerns about the work we are doing for you please raise this with the person doing the work 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. You can also make a Complaint about a bill through 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 may also have a right to apply to the Legal Complaints Service and/or to the court for an assessment of the bill under Part III of the Solicitors Act 1974. There may be time limits for this. For more information see:

<http://www.legalcomplaints.org.uk/home.page>

Our Professional Indemnity Insurance cover is underwritten by QBE Insurance (Europe) Limited, whose registered place of business is at Plantation Place, 30 Fenchurch Street, London, EC3N 3BD. Claims are notified to and handled by AON Claims Solutions, 8 Devonshire Square, London, EC2M 4PL. The territorial scope of our PII cover for offices in England & Wales is worldwide subject to limited indemnity in the jurisdictions of Canada and the United States of America.

“professionals with a human face”