COMPLAINTS POLICY

LLOYD EVANS & HUGHES

CYFREITHWYR | SOLICITORS

Updated October 2026

OUR COMMITMENT TO YOU

At Lloyd Evans & Hughes Solicitors, we are committed to providing a high-quality legal service to all our clients. If something goes wrong, or you are unhappy with any aspect of the service you have received, we want you to tell us about it. This gives us the opportunity to put matters right where possible and helps us to maintain and improve our standards. We take all complaints seriously and aim to deal with them fairly, consistently and promptly.

OUR COMPLAINTS PROCEDURE

If you have a concern or complaint, please let us know as soon as possible so that we have the opportunity to address it.

In the first instance, you may wish to raise your concerns with the person handling your matter, as it may be possible to resolve the issue informally. If you would prefer not to discuss the matter with that person, or if you are dissatisfied with their response, you may make a formal complaint under this procedure.

Our designated complaints handler is Sara Lloyd Evans, who has responsibility for investigating complaints and ensuring that they are dealt with appropriately.

You can contact us using the following details:

By email: sara@lloydevanshughes.com

By post: Sara Lloyd Evans
Lloyd Evans & Hughes Solicitors
10 Heol y Dŵr
Penygroes
Caernarfon
Gwynedd
LL54 6LR

By telephone: 01286 881078

If your complaint concerns Sara Lloyd Evans, it will be referred to Shaun Philip Hughes, another Director of the firm, who will be responsible for investigating your complaint and

providing a response. If you would prefer your complaint to be handled by someone other than Sara Lloyd Evans, you may also request that it be referred to Shaun Philip Hughes.

WHAT WILL HAPPEN NEXT

1. Making your complaint

We would prefer to receive your complaint in writing so that we can understand your concerns fully and ensure that nothing is overlooked. However, if you require assistance in making your complaint, please contact us and we will do our best to help.

To assist us in dealing with your complaint, please provide the following information where possible:

- Your full name and contact details.
- Your file reference number, if known.
- Details of your complaint, including the events or issues giving rise to your concerns.
- Any relevant dates or supporting information.
- An explanation of how you would like us to resolve the matter.
- You should raise your complaint within one year of the act or omission giving rise to it, or within one year of when you should reasonably have become aware of the issue. These are the time limits we generally apply to complaints, subject to the circumstances of the case and any applicable regulatory requirements.

2. Acknowledgement

We will acknowledge receipt of your complaint in writing within three working days of receiving it. We will confirm that your complaint is being investigated and provide you with a copy of this complaints procedure, if you do not already have one.

3. Investigation

We will investigate your complaint thoroughly and impartially. This will normally involve:

- Reviewing the details of your complaint.
- Examining your file and any relevant correspondence or documents.
- Speaking to the member of staff who dealt with your matter, where appropriate.
- Requesting any further information or clarification that may be necessary.
- We may contact you during the investigation if we require additional information or documents.

4. Meeting or discussion

If we consider it helpful, we may invite you to meet with us to discuss your complaint and explore possible ways of resolving it. Any meeting will be arranged at a mutually convenient time.

If you would prefer not to attend a meeting, or are unable to do so, we can discuss the matter with you by telephone or video conference where appropriate.

Following any meeting or substantive discussion, we will aim to write to you within seven days to confirm the main points discussed and any agreed actions.

5. Our response

Once we have completed our investigation, we will write to you setting out:

- The nature of your complaint and the issues considered.
- The steps taken to investigate your concerns.
- Our findings and conclusions.
- Any proposed resolution or remedial action, where appropriate.

We aim to provide you with a substantive written response within 28 days of receiving your complaint.

If we are unable to complete our investigation within that period, we will let you know, explain the reasons for the delay and provide an indication of when you can expect a further response.

We aim to conclude our complaints process within eight weeks of receiving your complaint. If we anticipate that this will not be possible, we will explain the position to you and advise you of the next steps.

6. If you remain dissatisfied

If you are unhappy with our response, please contact us and explain which aspects of the outcome you disagree with and why.

We will arrange for your complaint to be reviewed by a suitably senior person who has not previously been involved in the matter, where appropriate. If Sara Lloyd Evans has handled the original complaint, another suitably senior person will be asked to undertake the review.
We will aim to provide you with our final written response within 21 days of receiving your request for a review. Our response will explain our final position and the reasons for our decision.

7. Referral to the Legal Ombudsman

If you remain dissatisfied following our final written response, or if we have not resolved your complaint within eight weeks of receiving it, you may be entitled to refer your complaint to the Legal Ombudsman.

The Legal Ombudsman is an independent organisation that investigates complaints about the service provided by legal professionals.

Its contact details are:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

You should normally refer your complaint to the Legal Ombudsman within six months of the date of our final written response. You must also generally refer your complaint within one year of the act or omission giving rise to it, or within one year of when you should reasonably have become aware of the issue.

The Legal Ombudsman may apply exceptions to these time limits in certain circumstances. You should consult its website for further information about eligibility and the applicable time limits.

8. Alternative dispute resolution

Alternative complaints bodies may be available to assist with resolving disputes concerning legal services. We will consider whether an alternative complaints body is appropriate in the circumstances and whether both you and our firm agree to use that process.

9. Changes to timescales

If we need to change any of the timescales set out in this procedure, we will let you know, explain the reasons for the change and provide an indication of when you can expect a further response.

IF YOU HAVE ANY CONCERNS ABOUT OUR CONDUCT

The complaints procedure above is intended to address concerns about the service we provide. If you have concerns about the professional conduct of our firm or an individual solicitor, you may also be able to report those concerns to the Solicitors Regulation Authority (SRA).

The SRA regulates solicitors and law firms in England and Wales and deals with concerns about professional conduct and regulatory compliance. It does not generally investigate complaints about poor service, which should ordinarily be referred to the Legal Ombudsman if they cannot be resolved directly with us.

You can find further information about reporting concerns at:

Website: www.sra.org.uk/report

OUR AIM

We aim to deal with every complaint fairly, sensitively and promptly. We will consider your concerns carefully, explain our findings and, where appropriate, take steps to put matters right.

We value feedback from our clients and use complaints, where appropriate, to identify lessons and improve the quality of the service we provide.