

## **Complaints Handling Policy**

### **Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details in writing. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

### **What will happen next?**

1. We will investigate your complaint within 14 working days of receiving your letter. This will normally involve passing your complaint to our client care partner, [Kishani Navin/Nicholas Foreman], who will review your matter file and speak to the member of staff who acted for you.
2. They will write to you and, if appropriate, invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 working days of sending you the letter.
3. Within 7 working days of the meeting, they will write to you to confirm what took place and any solutions s/he has agreed with you.
4. If you do not want a meeting or it is not possible, they will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another director to review the decision.
6. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.

### **What if we cannot resolve your complaint?**

If we are unable to resolve your complaint to your satisfaction, you may be entitled to refer it to the Legal Ombudsman, who investigates complaints about poor service provided by legal service providers.

You must refer 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.

The Legal Ombudsman can be contacted at

Post : Legal Ombudsman PO Box 6167, Slough, SL1 0EH,

Telephone : 0300 555 0333,

Website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) .

E mail [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

You also have the right to object to the bill and apply for an assessment of the bill under Part III of the Solicitors Act 1974. The Legal Ombudsman may not handle a complaint about the bill if you have applied to the Court for an assessment of the bill.

### **Rights where you think there has been professional misconduct or a regulatory breach**

If your complaint relates to a solicitor's behaviour (e.g. dishonesty, discrimination, or breach of SRA Principles), you can report it directly to the Solicitors Regulation Authority (SRA).

Email: [report@sra.org.uk](mailto:report@sra.org.uk)

Address: The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Telephone: 0370 606 2555

Website: [www.sra.org.uk/consumers/problems/report-solicitor](http://www.sra.org.uk/consumers/problems/report-solicitor)