

COMPLAINTS PROCEDURE

The firm is 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 maintain and improve our standards.

Our complaints procedure

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you remain unsatisfied, please contact the Managing Director, Mr Raja, with the details. Making a complaint will not affect how we handle your case.

What will happen next?

1. We will send you a letter acknowledging your complaint, where necessary asking you to confirm or explain the details. We will tell you who will be dealing with your complaint and also provide you with the contact details for the Legal Ombudsman. You can expect to receive our letter within 3 working days of receiving your complaint.

2. We will open a file for your complaint and record it in our central register. We will do this within 2 working days of receiving your complaint.

3. Mr Raja will then start to investigate your complaint. He will do this within 10 working days. The complaint investigation will normally involve him examining your file and (if he did not deal with you personally) speaking with the person within the firm who acted for you.

4. If you would like to have a meeting to discuss and hopefully resolve your complaint, we will arrange this within 3 working days of your request.

5. Within two working days of the meeting Mr Raja will write to you to confirm what took place and any solutions he has agreed with you. If you do not want a meeting or if it is not possible, he will send you a detailed reply to your complaint; this will include his suggestions for resolving the matter.

6. At this stage, if you remain dissatisfied, you can let us know, and Mr Raja will review his decision.

7. We will let you know the result of the review within 2 working days of the end of the review. At this time Mr Raja will write to you confirming the firm's final position on your complaint and explaining our reasons.

8. If you are still not satisfied with the firm's decision at the conclusion of the complaints procedure you may refer the matter to the Legal Ombudsman. 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 a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

9.The Solicitors Regulation Authority can also 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](#).