

REDFERNS

COMPLAINTS HANDLING PROCEDURE

Our Complaints Policy

We aim to provide a high standard of service to all our clients. There may be occasions when something goes wrong, and you are unhappy with the service provided. Should this happen, we would appreciate being given the opportunity to resolve any problems.

Our Internal Complaints Procedure

If you are dissatisfied with any aspect of our service, we ask that you contact the fee earner who will try and resolve the matter first. If the matter cannot be resolved by the fee earner, then the matter will be passed to the Complaints Director, Shabana Dad, (or Anousha Kandiah if she is absent).

In normal circumstances you should register a complaint within one year.

The following procedure will be adopted.

- (i) Your complaint will be acknowledged within seven working days of receipt.
- (ii) Full details of the complaint will be requested from you in writing and from the Solicitor / Executive involved.
- (iii) Upon receipt of ii, the matter will be investigated and a reply to your complaint will be sent within 14 days of receipt of your response to the above.
- (iv) If we must change any of the timescales above, we will write to you to let you know and explain why.
- (v) If you are unsatisfied with the response, you may request that it be reviewed by another Director who will review and reply within 14 days.
- (vi) We will try and resolve the complaint internally.

- (vii) If you are still not satisfied, you will be notified of your right to complain to The Legal Ombudsman. The Legal Ombudsman give us 8 weeks to resolve the matter.
- (viii) A complaint to the Legal Ombudsman must normally be made within six months of the date of the conclusion of the Firm's complaints procedure.

For more information on how the Legal Ombudsman works please visit the Legal Ombudsman website

<https://www.legalombudsman.org.uk> or email them.

Their email address is enquiries@legalombudsman.org.uk and their contact number is Tel: 0300 555 0333.

Their address is:

The Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

To register a formal complaint, please write or email our complaints partner Shabana Dad (or Anousha Kandiah) below and include all the information suggested by the Legal Ombudsman.

Shabana Dad
9 Churchill Court
58 Station Road
North Harrow
HA2 7SA

Tel: 020 8424 7070

sdad@redfernssolicitors.co.uk

In addition to the Legal Ombudsman, there are other complaints bodies which may be able to deal with complaints about legal services such as:

- <https://www.gov.uk/guidance/small-claims-mediation-service>

Where to make Non-Service Complaints?

The Solicitors Regulation Authority can help if you have any other concerns about other matters such as losing your money or being treated unfairly because of your age, a disability or other characteristic.

Visit the SRA link below to see how you can raise your concerns:

<https://www.sra.org.uk>

<https://www.sra.org.uk/consumers/who-we-are/sra-regulate/#principles>

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