

Complaints Process

We are committed to providing a high quality legal service to all our clients. We hope that you never need to complain but like all professional businesses we have a comprehensive complaints procedure. When something goes wrong we need you to tell us about it, so that we can sort out any issues and make sure it never happens again. If you need to contact us to make a complaint, please see our complaints policy below:

POLICY STATEMENT

COMPLAINTS HANDLING AND REPORTING POLICY AND PROCEDURE

1 OUR COMPLAINTS POLICY

1.1 We are committed to providing the highest standard of legal service to all our clients. When something goes wrong we need you to tell us about it, so that we can find out what happened and ensure it is put right.

2 WHAT IS A COMPLAINT?

2.1 A complaint is a written expression of dissatisfaction which alleges that you (the complainant) has suffered (or may suffer) financial loss, distress, inconvenience or other detriment.

2.2 If you are unhappy with the service provided or you are dissatisfied with anything we have done or failed to do for you, you must feel free to complain to us. Even if you are just worried or confused, please feel free to use this complaints procedure. Making a complaint will not prejudice anything we are doing for you. You may also use this complaints procedure if you think that we have been unreasonable in refusing to act for you.

3 OUR COMPLAINTS PROCEDURE

3.1 Tahina Akther is responsible for complaints. If a complaint is in regards to her personally then David Robinson will be responsible for the complaint investigation.

3.2 If you have a complaint, please contact us with full details so that this may be fully investigated. You can do this by letter addressed to Tahina Akther, 107 - 111 Fleet Street, London, EC4A 2AB, or to enable a faster response, by e-mail to tahina@wildcatlaw.co.uk

4 WHAT WILL HAPPEN NEXT?

4.1 We hope it is obvious, but we will not charge you for dealing with your complaint.

4.2 We will send you a letter acknowledging receipt of your written complaint normally within two days of receipt for e-mails.

4.3 We will then investigate your complaint. This will be undertaken by Tahina, or if the complaint pertains to Tahina, by David Robinson.

4.4 We will either send to you a detailed written reply including, if appropriate, our suggestions for resolving the matter or invite you to a meeting to discuss your complaint, normally within 21 days of sending you the acknowledgment.

4.5 In the event of a meeting, within seven days we will write to you to confirm what took place and any solutions we have agreed with you or propose.

4.6 If your complaint is upheld we will acknowledge this and explain what we think is an appropriate and proportionate response. Where appropriate this may involve a remedy (which might be financial or non-financial) that we believe compensates you for the loss and/or inconvenience that you have suffered.

5 What to do if we cannot resolve your complaint

The Legal Ombudsman

5.1 The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

5.2 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 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.

5.3 For more information about the Legal Ombudsman contact:

www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

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

Solicitors Regulation Authority

5.4 We are regulated and authorised by the Solicitors Regulation Authority No: 816873

5.5 The Solicitors Regulation Authority can help you if you are concerned about our behaviour.

5.6 You can raise your concerns with the Solicitors Regulation Authority in writing to Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN or by telephone on 0370 606 2555. Its' website is www.sra.org.uk

Our Indemnity Insurers

5.7 We hold professional Indemnity Insurance with:

Zurich Insurance plc, (Solicitors PI), 70 Mark Lane, London, EC3R 7NQ.

And our policy number with them is: **8011975**