

# Complaints Procedure

## 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.

## Our complaints procedure

If you have a complaint, please contact Amjad Ali, our Client Care Partner. If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why.

## What will happen next?

1. Within three days we will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.
3. If appropriate we will then invite you to meet Amjad Ali to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, I will write fully to you setting out my views on the situation and any redress that we would feel to be appropriate.
4. Within three days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways.
  - Amjad Ali will review his own decision
  - We will arrange for someone in the firm who has not been involved in your complaint to review it.
  - We will ask our local law society or another local firm of solicitors to review your complaint. We will let you know how long this process will take.

- We will invite you to agree to independent mediation. We will let you know how long this process will take.
6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary.
  7. The Legal Ombudsman can be contacted by writing to PO Box 6806 Wolverhampton WV1 9WJ, calling 0300 555 0333 or emailing [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) about your complaint. Any complaint to the Legal Ombudsman must usually be made within 6 months of you receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).