



How do I make a complaint?

Church Lane Solicitors Complaints Procedure

300A Green Street, Upton park, London E7 8LF

Telephone: 0208 471 7749

info@churchlanesolicitors.co.uk

1. Introduction

We explain below how and to whom you should make a complaint and how your complaint will be actioned.

2. How to Complain

You can present your complaint in writing, by telephone, email or in person.

3. To Whom Should the complaint be addressed?

When you first instructed us you will have received a client care letter which set out the terms on which we would advise and or represent you that includes details of how to make a complaint.

You can direct your complaint to:

Mr Ranjit Singh Kundi

Church Lane Solicitors

300A Green Street

Upton Park

London

E7 8LF

Tel: 0208 471 7749

Fax: 0208 470 4214

info@churchlanesolicitors.co.uk

4. Response times

We will register the complaint investigate it and then send you a reply within 15 working days. If your complaint cannot be replied to within 15 working days we will acknowledge your complaint and confirm when we expect to be able to respond.

Who will investigate my complaint?

Mr Ranjit Singh Kundi, the Principal of the firm. Where circumstances dictate that your complaint should be handled differently, we shall tell you so and explain why.

Replies to communications regarding your complaint

We will reply within a maximum of 10 working days from receiving them, but where we cannot do so, we shall inform you of when we can reply.

5. Legal Ombudsman

If we not been able to resolve the complaint within our internal complaints procedure you have the right to complain to the Legal Ombudsman. This is an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints at:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone: 0300 555 0333
enquiries@legalombudsman.org.uk
www.legalombudsman.org.uk

Normally, you will have to bring your complaint to the Legal Ombudsman within:

- 6 months of receiving a final response from us about your complaint and;
- 6 years from the date of the act or omission giving rise to the complaint or alternatively;
- 3 years from the date you should reasonably have known there are grounds for complaint (if the act/omission took place before 6 October 2010 or was more than 6 years ago).

6. Solicitors Regulation Authority

Complaints regarding poor service should be directed to the Legal Ombudsman but you can contact the Solicitors Regulation Authority (SRA) where you believe that a solicitor may have breached an SRA principle. Further details are available on the SRA website:

<https://www.sra.org.uk/consumers/problems/report-solicitor/>