

Procedure for resolving problems

Latif Adams Solicitors are committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill, please contact Ms Latif on 020 8991 3800, nusrat@latifadams.co.uk or by post to our address 71-75 Uxbridge Road, Ealing, London, W5 5SL. We have a procedure in place which details how we handle complaints which is available upon request. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ to consider the complaint.

If you have an objection to a bill you have a right to object to the bill and to apply for an assessment of the bill under part 3 of the Solicitors Act 1974.

From 1st April 2023, the time for making a complaint to the Legal Ombudsman will be no later than one year from the date: of the act or omission being complained about; when the complainant should have realised there was cause for complaint.

The Legal Ombudsman may not consider a complaint about the bill if you have applied to the court for assessment of the bill.

Solicitors Regulation Authority (SRA)

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonestly, 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 <http://www.sra.org.uk/consumers/problems/report-solicitor.page>