

COMPLAINTS POLICY

We pride ourselves in and are committed to providing a bespoke high-quality legal service to all of our clients and in the event that our clients feel that there are any shortcomings with our service or that something could be improved, we request that our clients contact us, as we would like the opportunity to address the same.

Should any of our clients have any comments or complaints then in the first instance, please raise the same with the person conducting your case, giving as much information as possible and we will do our best to resolve any issues.

If you contact us to speak with the person conducting your case and for any reason, they are unavailable, then please relay a message to us indicating clearly that you wish to either leave a comment or make a complaint. You can do this either by email (info@alphalexislaw.co.uk), by telephone (020 3355 3940), or by post (Alpha Lexis Law Firm, Boundary House, Barnet Lane, Elstree, Hertfordshire WD6 3JP) and you will be contacted as soon as possible.

Having spoken to you, and/or after reading your written comment or complaint (if it is received by email/post), the person conducting your case will acknowledge the same in writing and attempt to address or resolve it to your satisfaction.

You will receive this acknowledgement and where possible, an offer of resolution will be provided within five working days of our receipt and consideration of it. If this timetable cannot be met for any reason i.e. the matter is complex and requires more investigations to be carried out than is possible within five working days or documents need to be recovered from archiving, then the person conducting your case will tell you in writing why they cannot respond within the time frame and suggest an alternative time frame to you. Save in exceptional circumstances, this will not exceed twenty-one days. We hope your complaint can be resolved fully to your satisfaction at this stage.

If, having received a response to your complaint from your conducting solicitor it is not to your satisfaction, then you can ask for further consideration of the matter. At this point, we ask that you refer the complaint to the Client Care Officer who is Mahesh Kakkar. If the complaint is about him then you can ask that another partner (Nazia Rahman) deal with your complaint. If for any reason the Client Care Officer is away and unable to deal with your complaint then one of the other partners mentioned, who is independent of your case will be able to deal with it in their absence. In either case, the person who goes on to review your complaint will endeavour to acknowledge that they have taken charge of it within two working days of you asking for the matter to proceed to the next stage and then respond to it in detail within five working days of being asked by you to do so. Unless the matter is very complicated and requires more time, then they will endeavour to investigate the matter and provide you with a response attempting to resolve it within five working days after acknowledgment of receipt of it. If more time than five working days is needed, then this will not exceed twenty-one days.

You will receive a Final Response letter from us after the person dealing with the second stage has fully investigated the complaint.

We have eight weeks to consider your complaint. If we have not resolved it within this time, you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than ten employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than a million pounds, or if you fall within certain other categories (you can find out more from the Legal Ombudsman). The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.

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:

- a) Within six months of receiving a final response to your complaint
and
- b) No more than one year from the date of act/omission being complained about; or
- c) No more than one year from the date when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them utilising the below details: -

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton WV1 9WJ

If you are concerned about our professional behaviour, for example you believe we have been dishonest or deliberately over charged you or you believe we have discriminated against you because of your age, disability or other characteristic then you may be able to raise such matters with the Solicitors Regulation Authority via their website www.sra.org.uk