

## **Complaints**

We are a Specialist Quality Mark (SQM) accredited practice. SQM is the Legal Aid Agency's quality standard. Accreditation is only awarded to law firms who meet the prescribed management and customer care standards. Accredited practices undergo rigorous independent assessment every three years to ensure they meet required standards in areas such as client care, case management and supervision.

When something goes wrong we need you to tell us about it. This will help us improve our standards. If you have any problem with our service, the level of fees, or the way in which we have dealt with any matter please contact the lawyer dealing with the matter in the first instance by telephone, email or by post.

Our definition of a complaint is, 'any reasonable expression of client dissatisfaction, grievance, query or concern raised by a client as to the work carried out on behalf of the client by a Fee Earner or other member of staff, or as to the level of service carried out by the firm'.

If for any reason you remain unhappy after discussing it with the lawyers dealing with your case, you can raise the matter with Ms Hina Choudhery, Principal Solicitor, who is the Complaints Handler of Middlesex Law Chambers.

It may help if you put your complaint in writing, explaining what action you would like us to take and keeping a copy yourself, though this is entirely up to you. Your complaint will be considered, and we will confirm in writing, within 14-days, advising what Middlesex Law Chambers will do about it. This will be at no extra cost to you. You can request a copy of our full complaints procedure and we will provide it.

## **The Legal Ombudsman**

If, after complaining to Ms Hina Choudhery, you have not received a response within 8-weeks or are not satisfied with the final response, you may complain to the Legal Ombudsman, which is a free and independent service and has formal powers to resolve complaints about lawyers.

You may contact the Ombudsman by post to Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ, by telephone on 0300 555 0333 (+44 121 245 3050 if calling from overseas or minicom on 0300 555 1777) and by e-mail at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Do not send original documents to the Ombudsman as they will scan any documents to make computer copies and then destroy the originals.

If you wish to complain to the Ombudsman, you should do so within 6-months of receiving Middlesex Law Chambers' final response to your complaint and no later than 6-years from when the problem you are complaining about happened, or 3-years from

when you found out about the problem. The Ombudsman's web-site at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) has information about how a client can complain to their lawyer and the Ombudsman.