

QLS Complaints Procedure

Qualified Legal Solicitors (QLS) want to give you the best possible service we can. We expect very high standards of ourselves, which we strive to maintain in all our dealings with our clients. However, if at any point you become unhappy or concerned about the service that we have provided, then you should inform us immediately so that we can do our best to resolve the problem.

In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then you can read our full complaints procedure (in bold, below). Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, 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 (SRA)

QLS Formal Complaints Procedure

- 1. If you are unhappy with any aspect of our service and have not first of all been able to resolve this after discussing your concerns with our member of staff who has been working on your case, please contact Mrs Fahmida Aslam our Complaints Director, or if your complaint is about Mrs Fahmida Aslam then please contact Mr Javaid Moghal. Any complaint will be fully investigated free of charge.**
- 2. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman (see below). We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.**
- 3. We will then investigate your complaint. This will be carried out by our Complaints Solicitor, Mrs Fahmida Aslam, who will review your matter file and speak to the member of staff who acted for you.**
- 4. Mrs Fahmida Aslam will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.**
- 5. Within three days of the meeting, Mrs Fahmida Aslam will write to you to confirm what took place and any solutions he has agreed with you.**
- 6. If you do not want a meeting or it is not possible, Mrs Fahmida Aslam will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.**
- 7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Mr Javaid Moghal to review the decision.**
- 8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.**

What do to if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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:

- Within six months of receiving a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ