

COMPLAINTS PROCEDURE

We are confident of providing a high quality service in all respects. If, however, you have any queries or concerns about our work for you, please raise them in the first instance with the solicitor dealing with your case. If that does not resolve the problem to your satisfaction or you would prefer not to speak to him/ her, then please contact Barry Sharma, who has been designated to deal with such matters.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 7 days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Barry Sharma, who will review your matter file and speak to the member of staff who acted for you.
3. Mr Sharma will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 21 days of sending you the acknowledgement letter.
4. Within five days of the meeting, Mr Sharma will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Sharma 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.
6. If you are still not satisfied, you can then contact the

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Tel: 0300 555 0333.

www.legalombudsman.org.uk.

about your complaint. Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk

All solicitors must attempt to resolve problems that may arise with their services. It is therefore important that you immediately raise any concerns you may have with us. We will endeavour to resolve your complaint promptly (within 8 weeks of you informing us of the issue) fairly and effectively. We value you and would not wish to think you have reason to be unhappy with us.

The nature of your complaint may be about our bill. In these circumstances you have the right to complain to the legal ombudsman and/or have a right to apply to the Court for assessment of the bill under Part 3 of the Solicitors Act 1974. You should be aware that if you have already applied to the Court for an assessment of your bill, the legal ombudsman may not deal with your complaint.