

Client Complaint Information

Policy

We take very seriously all expressions of dissatisfaction from our clients. If you have received this leaflet, it is likely that you have already expressed your concerns verbally or in writing to us, Faraz Ijaz, the Practice Manager is responsible for dealing with complaints. This leaflet explains our procedures for handling complaints to ensure that each complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution.

Reporting & Investigation Responsibilities

Informal verbal complaints should be addressed to the person dealing with your case in the first instance. If you are not satisfied with their proposals, then the matter should be taken up with the Solicitor responsible for your work. The name of the Solicitor will have been given in your initial client care letter, but if you are unable to locate this, you can ask the person dealing with your case to provide this to you. If the matter cannot be resolved informally with your solicitor, it would assist investigations if you were to fully detail your concerns in writing so there is less room for misunderstanding your concerns and requirements.

Response Times

Written complaints will be acknowledged within seven days of receipt whereby the name of the person responsible for handling the complaint will be confirmed. A draft final response will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. We may ask you to attend our office for a face to face meeting to discuss your concerns. In any case, we will always endeavour to provide a draft final response within 21 days of our acknowledgement. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a draft response is finalised.

Once we have responded to you with a draft final response we will wait 21 days for your comments on our draft final response before this is finalised. We endeavour to take all comments on board and may amend our draft final response taking on any comments you make. If we amend our draft final response to you, you will again have 21 days to comment upon the contents of the draft final response. If we do not hear from you within 21 days of sending you the draft final response we will then send you the final response.

Unresolved Issues

If, in the unusual event that we are unable to resolve the matter to your satisfaction and you are still unhappy, you are able to take the matter up with the Legal Ombudsman. Contact details for the Legal Ombudsman are as follows:

- Address: Legal Ombudsman PO Box 6167, Slough, SL1 0EH
- Website: www.legalombudsman.org.uk
- Telephone: 0300 555 0333

You can obtain more information about complaints and what the Legal Ombudsman can do, on the website at: www.legalombudsman.org.uk.

If you wish to involve the Legal Ombudsman, you should do so no later than six months after the date of our final response.

Management

All complaints (written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends. In recording such information we will comply with our obligations under the Data Protection Act 2018. As necessary, we will implement corrective action in response to individual complaints and improvement measures to prevent adverse trends and correct recurring problems. In this manner, we aim to constantly improve the service we provide.