



Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. Our Legal Services Director, Kirin Abbas, will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. You can expect to receive our letter within three days of receiving your complaint. At the same time we will record your complaint in our central register.
2. We will then start to investigate your complaint. This will normally involve the following steps:-
 - The Legal Services Director will ask the member of staff who acted for you to reply to her on the issues raised in your complaint. This will be done within 5 days.
 - She will then examine their response, review the information on file and if necessary speak to them. This will be done within 3 days of receiving their reply and the file.
3. A full written response to your complaint will be sent out to you within a further 5 days, outlining the action to be taken to address the issues raised, proposing appropriate remedies, and inviting you to discuss the matter further if you feel this will help to resolve the complaint.
4. If a meeting is requested, within 2 days of the meeting this will be followed-up with a letter confirming any outstanding agreed action.
5. At this stage, if you are still not satisfied you should contact us again. We will then arrange to review our decision. This will happen in one of the following ways:-
 - Another director of the firm will review the original decision within 14 days.

- We will ask our local Law Society or another local firm of solicitors to review your complaint within 14 days. We will let you know how long this process will take.
6. We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
 7. We have eight weeks to consider your complaint. If we have not resolved it within this timescale you may complain to the Legal Ombudsman.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman at:

PO Box 6806,
Wolverhampton
WV1 9WJ

to consider the 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 6 years of the act or omission which you are complaining occurring (or 3 years from when you should reasonably have been aware of it). Please be aware that the Legal Ombudsman only accepts complaints from individuals and small businesses, charities or associations. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

If we have to change any of the timescales above we will let you know and explain why.