

Complaints Procedure

We are committed to providing high quality legal advice and client care. However, if at any point you are unhappy or concerned with any aspect of the service that you have received, then you should inform us immediately.

In the first instance it may be helpful to contact your caseworker to discuss your concerns and issues directly with them. If you are not satisfied with their response, please contact our Compliance officers for legal practice (COLPs); Mr Mollik Khayrul Abshar Wadud. We will do our best to resolve any issues informally.

However, if you are still unhappy after speaking to your caseworker and our compliance officer, you may raise a formal complaint by following the procedure stipulated below.

You need to first put your formal complaint in writing to us.

Upon receipt of your complaint, we have three working days to acknowledge receipt. In our acknowledgement e-mail we will explain how your complaint will be handled and the next steps.

We will fully investigate your complaint and resolve it internally. This process will involve a senior partner within the firm reviewing your file and discussing your concerns with the person who was working on your case.

We will endeavour to provide a response to your complaint within 8 weeks of the date you submitted your complaint. Through this procedure, we aim to resolve all concerns to your satisfaction.

If for any reason, we are unable to resolve your complaint, you have the right to complain to the Legal Ombudsman directly at the conclusion of our complaints process.

The Legal Ombudsman can help you if we are unable to resolve your complaint to your satisfaction. The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your case. The Legal Ombudsman for England and Wales was established by the Office for Legal Complaints under the Legal Services Act 2007, to look at your complaint.

The contact details for the Legal Ombudsman are as follows: (w) www.legalombudsman.org.uk (p) PO Box 6806, Wolverhampton, WV1 9WJ, (t) 0300 555 0333 (if calling from overseas +44 121 245 3050) or (e) enquiries@legalombudsman.org.uk.

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 from us

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.

Please note you also have the right to complain to the Solicitors Regulation Authority, if you think our firm or an individual within our firm has breached an [SRA Principles](#).

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).