

COMPLAINTS PROCEDURE

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.

Our complaints procedure

If you have a complaint, please contact Miss Julie Maguire our Practice Manager. If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why.

What will happen next?

1. Within three days we will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.
3. If appropriate we will then invite you to meet Julie Maguire to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write to you setting out in full our views on the situation and any redress that we would feel to be appropriate.
4. Within three days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways.
 1. Julie Maguire will review her own decision
 2. We will arrange for someone in the firm who has not been involved in your complaint to review it.
 3. Mr Khizar Hyatt, a Director of this firm, will review your complaint within 10 days.
 4. We will ask our local law society or another local firm of solicitors to review your complaint. We will let you know how long this process will take.
 5. We will invite you to agree to independent mediation. We will let you know how long this process will take.

6. We will let you know the result of the review within five 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. Please note that if you are dissatisfied with the outcome of this complaint, you can pursue this matter further to the Legal Ombudsman. They will look at your complaint independently. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first which we can in any event confirm. If you wish to pursue the matter further then, you must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint.

Also, the Legal Ombudsman will not accept a complaint unless it is within:

1. **One year** from the date of the act or omission being complained about; or
2. **One year** from the date when you should have realised that there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them as follows:-

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between the hours of 09.00 and 17.00 hours

Email: enquiries@legalombudsman.org.uk

Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Please also note that the full scheme rules in respect of complaints to the Legal Ombudsman can be found here:

<https://www.legalombudsman.org.uk/media/5rmlz3qd/scheme-rules-april-2023-final-amended-1702.pdf>

8. Please note that we are required by our regulator - the Solicitors Regulation Authority - to notify you that there are alternative complaints bodies such as Ombudsman Services <https://www.ombudsman-services.org/> which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. However, we are not willing to use that scheme.
9. If we have not heard from you within 12 months of writing to you regarding your complaint (paragraph 4) or within 12 months of advising you of the outcome of our review (paragraph 6) we shall consider your complaint file to be closed.