

## **COMPLAINTS PROCEDURE**

- 1.1. We operate strict client care and quality policies and always aim to provide you with the highest level of legal expertise and to be available, approachable, understandable, prompt and courteous.
- 1.2. We will keep you informed about all important developments in your case and we will respond to your letters, emails and telephone calls promptly and efficiently.
  - 1.2a The majority of our client's are very happy with the service we provide them, but in the event that you have any cause for concern, including a bill, then please be aware that you are entitled to make a complaint, and that you can do so by contacting or designated complaints handler, Ali Hussain, who is a Solicitor Director at the firm.
- 1.3. We are usually able to deal with any concerns you have promptly and to your satisfaction, but if this is not the case, you will be able to make a complaint to the Legal Ombudsman provided you do so within one year of becoming aware of the problem or within six months of the end of our internal complaints procedure if you are still not satisfied with the outcome. The Legal Ombudsman does have discretion to extend these time scales. You should also be aware that, when your complaint relates to a bill, the Legal Ombudsman will not consider your complaint while your bill is being assessed by a court.
- 1.4. A complainant to the Legal Ombudsman must be one of the following:
  - i. An individual;
  - ii. A micro-enterprise as defined in European Recommendation 2003/361/EC of 6 May 2003 (broadly, an enterprise with fewer than 10 staff and a turnover or balance sheet value not exceeding €2 million);
  - iii. A charity with an annual income less than £1 million;
  - iv. A club, association or society with an annual income less than £1 million;
  - v. A trustee of a trust with a net asset value less than £1 million; or a personal representative or the residuary beneficiaries of an estate where a person with a complaint died before referring it to the Legal Ombudsman.
- 16.6. If you are not, you should be aware that you can only obtain redress by using our Complaints Handling Procedure or by mediation or arbitration, or by taking action through the Courts.

### Legal Ombudsman Contact Details:

Address: Edward House, Quay Place, Birmingham, B1 2RA

i. Telephone: **0300 555 0333**

ii. Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

iii. Website: <https://www.legalombudsman.org.uk/>

- 1.1. If we are advising more than one person (usually individuals, companies or other entities) we will, unless otherwise agreed by us in writing, act for those persons jointly and severally. If we are asked to deliver bills only to one person, those bills will nevertheless be payable in full by all other persons we act for under this agreement.
- 1.2. If you are instructing us jointly in relation to any matter it is your responsibility to tell us at the outset of the Agreement if you require more than one person to give us instructions in relation to that matter. Otherwise, we will accept instructions from any one person and will not be responsible to any other person for any losses they may suffer as a result.
- 1.3. If you are a company or other commercial entity it is your responsibility to tell us at the outset of the Agreement if you require more than one Director (or equivalent) to give us instructions.