



Complaints Handling 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 can be by telephone, by writing or email. This will help us to improve our standards.

Our Complaints Procedure

- We will send you a letter acknowledging receipt of your complaint within 3 days of us receiving the complaint, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally involve passing your complaint to our client care Director, Avi Pawar, who will review your matter file and speak to the member of staff who acted for you.
- Avi Pawar will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
- Within 3 days of the meeting, Avi Pawar will write to you to confirm what took place and any solutions he has agreed with you.
- If you do not want a meeting or it is not possible, Avi Pawar will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- At this stage, if you are still not satisfied, you should contact us again and we will arrange for Avi Pawar to review his decision.
- We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

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

- If you are still not satisfied, you can then raise the matter with the Legal Ombudsman via the Legal Ombudsman's website www.legalombudsman.org.uk or telephone (033 555 0333) or by email to enquiries@legalombudsman.org.uk or by writing to:

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

The Legal Ombudsman service is only available to members of the public, very small businesses, charities, clubs and trusts. Normally you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint and no more than 6 years from the date of act/omission, or no more than 3 years from when you should reasonably have known there was cause for complaint.

However, **please note** that from the 1st April 2023 these time limits are changing. From the 1st April 2023 the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realizing there was a concern. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

The Solicitors Regulation Authority can help if you are concerned about our behaviour and the SRA Code of Conduct. Further information can be obtained from: <https://www.sra.org.uk/consumers/problems/report-solicitor/>.