

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: the Legal Ombudsman

If you have a complaint, please contact Karim Bouzidi, our Client Care Officer. If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why. The address of the Legal Ombudsman is PO Box 6167, Slough SL1 0EH, telephone 0300 555 0333 (www.legalombudsman.org.uk) or email enquiries@legalombudsman.org.uk. The Legal Ombudsman will expect us to have attempted to resolve any issues before they are consulted, but you are free to contact them at any time if you wish. If you are dissatisfied with the outcome of our attempts to resolve your complaint and wish to raise it with the Legal Ombudsman you will usually have no longer than 6 months from the end of our complaints handling procedure as set out below. The Legal Ombudsman can investigate complaints for up to six years from the date a problem occurred or within three years from when you found out about the problem.

You may alternatively contact the Solicitors Regulation Authority (SRA) if you have concerns as to whether we have breached any of their professional rules for solicitors or 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.

Details will be found at www.sra.org.uk/solicitors/standards-regulations/principles and the SRA can be contacted at The Cube, 199 Wharfside Street, Birmingham B1 1RN, or by email to contactcentre@sra.org.uk.

What will happen next?

1. We will send you a letter acknowledging your complaint within two days and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage.
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 Karim Bouzidi 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 21 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 fully to you setting out our views on the situation and any redress that we would feel to be appropriate.
4. Within 2 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 but will let you know if we require more time. This will happen in one of the following ways.
 - The Client Care Officer will review his own decision.
 - We will arrange for someone in the firm who has not been involved in your complaint to review it.
 - The Senior Partner will review your complaint within 10 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.