

Complaints Handling Policy

Our Commitment: We aim to deliver the best service to our clients. If there's an issue, please let us know. It helps us improve and ensure we meet your expectations.

Point of Contact: If unhappy about the service or costs, initially address your concerns with the person handling your case. Their contact was provided when you engaged our services. Should you wish for a formal investigation or are unsatisfied with initial responses, please reach out to Mr Atef Jamail or Daljit Kaur. Complaints are promptly, fairly, and freely addressed in line with the Solicitors Regulation Authority (SRA) Standards.

Procedure:

1. Within 7 days of receiving your complaint, we'll send an acknowledgment with a copy of this policy.
2. A designated firm member will review the matter and consult with the involved parties.
3. If deemed beneficial, we'll invite you for a discussion within 14 days post acknowledgment. A summary will be provided within 3 days after the meeting.
4. If a meeting isn't possible or desired, expect a detailed written response with resolution suggestions within 21 days post acknowledgment.
5. If we can't meet the above timeline, we'll inform you about the expected completion date.
6. If still unsatisfied, contact us for a second review by a senior member not associated with your case. Within 21 days of this request, we'll convey our final decision with reasoning. We'll also provide information on escalating the complaint to the Legal Ombudsman.

Legal Ombudsman: After exhausting our procedure, and if unsatisfied, you can approach the Legal Ombudsman post 8 weeks of your initial complaint or sooner if we've communicated our final decision. Contact Details:

- Website: www.legalombudsman.org.uk
- Phone: 0300 555 0333
- Address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
- enquiries@legalombudsman.org.uk

You typically have six months from our final response or six years from the incident (or three years from awareness) to raise it with the Legal Ombudsman.

You must refer to the Legal Ombudsman within One year of the problem you are complaining about happening.

You must bring the complaint forward within One year of becoming aware of this problem.

If you fail to complete your complaint within the new timeframe, it is unlikely that your complaint will be investigated.

Solicitors Regulation Authority (SRA): If you believe our actions contravene the SRA Standards, you can raise concerns via the SRA website.