

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 Mr Ioannis Karamarias . Complaints are promptly, fairly, and freely addressed in line with the Solicitors Regulation Authority (SRA) Standards.

Procedure:

1. Within seven days of receiving your complaint, we'll send an acknowledgement 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 after acknowledgement. A summary will be provided within three 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 6167, Slough, SL1 0EH
- enquiries@legalombudsman.org.uk

A change to our time limits From 1 April 2023:

The time limits for referring a complaint to the Legal Ombudsman will be no later than:

- one year from the date of the act or omission being complained about; or
- one year from the date when the complainant should have realised that there was cause for complaint.

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.