

## Complaints Procedure

If you have a complaint about the way in which your matter has been dealt with this is the procedure that will be followed:

A complaint is an expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience, or detriment. A complaint can be verbal or in writing.

- We aim to resolve any complaint you have about the service we have given you as quickly as possible. If you are unable to sort things out with the person who you have been dealing with, please contact Samantha Burrows either by email ([samantha.burrows@xyz.law](mailto:samantha.burrows@xyz.law)) or by telephone 03333 588 777 (0244).

- Once we have received your complaint, Samantha Burrows will contact you within 7 days to explain how your complaint will be investigated. If a complete response to your complaint has not been made within that time, you will be told the latest date by which a complete response will be provided (this should be no more than 28 days after we received your complaint, however, on occasion further time may be required).

- The assessment of the complaint will be based upon a sufficient and fair investigation. We will explain in writing our findings and where the complaint is upheld, will offer remedial action or redress. This will be actioned promptly.

- If you are dissatisfied with the way your complaint has been handled, please contact Anis Dadu Managing Partner, either by email ([anis.dadu@xyz.law](mailto:anis.dadu@xyz.law)) or by telephone ( 03333 588 777) who will arrange for the outcome to be reviewed. You will be told about the conclusion of this review within 28 days. On some occasions, XYZ may suggest sending your complaint to be reviewed independently by a third party. XYZ will cover all associated costs.

- If, after following the review process outlined above you remain dissatisfied with any aspect of our handling of your complaint, you may directly contact the Legal Ombudsman to ask them to consider your complaint further:

Tel No: 03000 555 0333

Email: [enquires@legalombudsman.org](mailto:enquires@legalombudsman.org)

Website: <http://legalombudsman.org.uk>

Legal Ombudsman

PO Box 6806

Wolverhampton, WV1 9WJ

Unless it agrees there are good reasons not to do so, the Legal Ombudsman will expect you to allow us to consider and respond to your complaint in accordance with the procedure to set out above in the first instance. You can refer your complaint to the Legal Ombudsman up to 6 months after you have received our final written response to your complaint. You can also use the Legal Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it.

A complaint can be referred to the Legal Ombudsman within one year from the date of the act or omission you are complaining about, or up to 1 year of you discovering the problem. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. The ombudsman deals with service-related complaints; any conduct related complaints will be referred to the Solicitors Regulation Authority.

Alternative complaints bodies such as Ombudsman Services exist to deal with complaints about legal services should both you and our firm wish to use such a scheme.