

Dawoods' Complaints Handling Procedure

Client Complaint Information

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, then you should inform us immediately, so that we can do our best to resolve the problem. Making a complaint will not affect how we handle your case.

Policy

We take very seriously all expressions of dissatisfaction from our clients. This document explains our procedures for handling complaints to ensure that each complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution.

Reporting & Investigation Responsibilities

Informal verbal complaints should be addressed to your lawyer in the first instance. If the matter cannot be resolved informally with your lawyer, it would assist investigations if you were to fully detail your concerns in writing so there is less room for misunderstanding your concerns and requirements.

If, following a written reply to your written concerns there are still any remaining unresolved issues, the next step in the process is a meeting with the Principal to discuss these and if they relate to our charges, you will be given the opportunity during the meeting to physically inspect the file we have for you.

Response Times

Written complaints will be acknowledged within 7 days of receipt whereby the name of the person responsible for handling the complaint will be confirmed. A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon internally. In any case, we will always endeavour to provide a full response within 21 days. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised.

The Solicitor's Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing money or treating you unfairly because of age, a disability or other characteristic. You can raise your concerns with the Solicitors Regulation Authority: <http://www.sra.org.uk/consumers/problems/report-solicitor.page>.

Unresolved Issues

If, in the unusual event that we are unable to resolve the matter to your satisfaction following the meeting with our Principal, you are able to take the matter up with the Legal Ombudsman: www.legalombudsman.org.uk. They will look at your complaint independently and it will not affect how we handle your case.

Telephone No - 0300 555 0333

Email – enquiries@legalombudsman.org.uk

or write to – Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Management

All complaints (written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends. As necessary, we will implement corrective action in response to individual complaints and improvement measures to prevent adverse trends and correct recurring problems. Through this process, we aim to constantly improve the service we provide.