

## **Dawoods Solicitors - Complaints Handling Policy**

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, you should inform us immediately, so that we can do our best to resolve it. Making a complaint will not affect how we handle your case.

We take very seriously all expressions of dissatisfaction from our clients. This document explains our procedure for handling complaints to ensure that each complaint is dealt with appropriately.

### **Our complaints procedure**

If you have a concern or a complaint, please contact us as soon as you become aware of the problem. In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you fail to reach a satisfactory conclusion and you would like to make a formal complaint, please contact the Principal, Kumari Dawood by writing to her at First Floor 104 Beckenham Lane BR2 0DW or by email to [kumari@dawoods-solicitors.co.uk](mailto:kumari@dawoods-solicitors.co.uk) setting out your concerns fully to enable us to investigate and consider your complaint properly. You could also contact her at 0208 249 6047.

### **Response times**

1. Written complaints will be acknowledged within 7 days of receipt and the name of the person responsible for handling the complaint will be confirmed.
2. Within 7 days of our acknowledgement, we will invite you to a meeting to discuss and hopefully resolve your complaint.
3. Within 14 days of the meeting, we will write to you to confirm what took place and any solutions we agreed with you.
4. If you do not want a meeting, or it is not possible to have one, a full written reply including our suggestions for resolving the matter will be sent to you within 21 days of the initial acknowledgement.
5. If following a full written reply to your written concerns, there are still any remaining unresolved issues, you should contact us again within 7 days and we will arrange to review our decision.
6. We will write to you within 14 days of receiving your request for a review confirming our final position on your complaint and explaining our reasons.

7. If the above timescales need to change, we will let you know and explain why.

#### What to do if we cannot resolve your complaint

If we are unable to resolve the matter to your satisfaction, following the above procedure, the Legal Ombudsman can help you. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within 6 months of receiving a final response to your complaint and
- No more than 6 years from the date of act/omission; or
- No more than 3 years from when you should reasonably have known there was a cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

#### Contact details

visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) (<http://www.legalombudsman.org.uk>)

Call 0300 555 0333 between 9am-5pm

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) (mail to: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk))

#### Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

It should be noted that the Legal Ombudsman cannot deal with a complaint about a bill if you have applied to the court for assessment of that bill.

#### If you are unhappy about our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This can be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority \(/consumers/problems/report-solicitor/\)](http://consumers/problems/report-solicitor/).