

Dr. Law Solicitors

COMPLAINTS HANDLING POLICY

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have any problem with our service, the level of our fees, or with the way in which we have dealt with any matter, please in the first instance contact the lawyer dealing with the matter by telephone, e-mail or by post. You can contact Mrs. Sirajam Munira at smunira@drlawsolicitors.co.uk or calling on 0208 591 0920. She will then do a proper investigation on your complaint and will provide you a solution within timescales mention below in the procedure.

Timescales

All references to “days” in this policy mean working days, which are Monday to Friday excluding bank holidays and notified days of office closure.

What is the procedure?

1. We will send you a letter/email acknowledgement receipt of your complaint within 5 days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve a review of your file by the supervising partner (identified in our engagement letter that will have been sent to you at the outset of this matter) in conjunction with the lawyer who acted for you.
3. You will usually then be invited to a meeting, to discuss and hopefully resolve your complaint. Wherever possible that meeting will take place within 15 days of sending you the acknowledgement letter. Occasionally it may not be possible or appropriate to offer a meeting, or you may decline the offer to meet.
4. Within 5 days of such a meeting, the supervising Solicitor will write to you to confirm what took place and any resolutions agreed with you. Alternatively if a decision is made to not hold a meeting then they will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within a 5 day timescale.
5. Our complaints procedure concludes at this stage. If we do not hear from you within 15 days of sending you our final response (or the period stated in our final response if different) we will consider your complaint closed. We will have no further obligation to review your complaint once we have concluded our internal process and closed your complaint.
6. If you have commenced preparatory steps or actually applied to the court for an assessment of our costs or commenced other proceedings relating to any aspect of your complaint, your complaint may be stayed pending the conclusion of those proceedings. Any residual matters not settled as part of the proceedings will then be investigated in accordance with this procedure. If this applies to your complaint we will let you know as soon as possible.
7. If we are not able to resolve your complaint through our complaints process or through mediation you can contact the Legal Ombudsman by visiting www.legalombudsman.org.uk or on 0300 555 0333 or by email on enquiries@legalombudsman.org.uk.

8. A six month time limit, from the date of our final response, normally applies to complaints to the Legal Ombudsman. Further information can be found on its website at <http://www.legalombudsman.org.uk/>. The service provided by the Legal Ombudsman is only available to certain types of clients/organisations. Further details of those eligible for the service can be found on the Legal Ombudsman's website. Alternatively, you can contact the Ombudsman on the helpline number given above.
9. Referring complaints to the SRA In addition to the above, complaints about our behaviour can also be raised with the SRA. **Click here for further information.**