

COMPLAINTS HANDLING PROCEDURE

OUR COMPLAINTS POLICY

Our aim is to give our clients the best possible service but at a competitive price. We are confident that you will be pleased with the services we provide. However, we appreciate our service level may on occasion fall below your expectations.

OUR COMPLAINTS PROCEDURE

Should there be any aspect of our service with which you are unhappy, please raise your concern in the first instance with the person dealing with your case who will take all reasonable steps to resolve your concerns. If you still have queries or concerns, please contact one of the firm partners. In order to avoid any misunderstandings, we would prefer any formal complaint to the a partner to be made in writing.

We will not charge you for dealing with your complaint.

WHAT WILL HAPPEN NEXT?

1. The partner dealing with your complaint will send you a letter acknowledging receipt of your complaint within 7 days of receiving the complaint and enclosing a copy of this procedure.
2. The partner will then investigate your complaint. This will normally involve a review of the file and speaking to the members of staff whom you have dealt with.
3. The partner will then invite you to a meeting to discuss and hopefully resolve your complaint. The partner will do this within 14 days of sending you the acknowledgment letter.
4. Within 3 days of the meeting, the partner will write to you to confirm what took place and any solutions Shahid Razak have agreed with you.
5. If you do not want a meeting or it is not possible, the partner will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. If you are still not satisfied, you can then contact The Legal Ombudsman, whose address is PO Box 6167, Slough, SL1 0EH (e-mail address enquiries@legalombudsman.org.uk) Telephone 0300 555 0333

The Legal Ombudsman's time limits for accepting a complaint are one year from the date of the act or omission or one year from the date your complaint should reasonably have been known about. Where you have been informed of your right to make a complaint to the Legal Ombudsman by this firm then you must make your complaint within six months of our final reply to your complaint.

If you are dissatisfied with any bill of costs we raise, you can raise this matter through the complaint's procedure referred above and/or you can apply to the court for an assessment of our bill under Part iii of the Solicitors Act 1974.

The Solicitors Regulation Authority can help if you are concerned about a solicitor's behaviour. This could relate to dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristics. You can raise your concerns with the Solicitors Regulation Authority by telephone on: 0370 606 2555 or through their website at: www.sra.org.uk

If we have to change any of the timescales above, we will let you know and explain why.