Complaints Handling Procedure

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.

Our Complaints Procedure

We ask that you attempt to resolve your complaint with the person dealing with your matter however if you would prefer not to deal with this person then the person with overall responsibility for complaints handling is **Mr. Shahid Khan**, Managing Director of Advice Wise Solicitors. You can contact Mr. Khan by either writing to Advice Wise Solicitors, 24 Cameron Road, Seven Kings, Essex, IG3 8LB. Alternatively, he can be contacted via telephone on 0208 551 1777 or by email at shahid@advicewisesolicitors.com.

What Will Happen Next?

Step One: Acknowledging your Complaint

We will acknowledge your complaint in writing within seven working days. We will record the date you first raised it and explain who will deal with it, how we will investigate and when you can expect a response. Please tell us if you need any adjustments to help you use the procedure.

Step Two: Investigating your Complaint

We will then investigate your complaint. This will normally involve referring your complaint to our Complaints Manager, Mr. Shahid Khan who will investigate any issues raised or appoint an appropriate individual to review your complaint. This process will also involve speaking to any individuals at the Firm who acted for you.

Examples of how we may deal with your complaint are as follows:

- If your complaint is straightforward, we might make suggestions as to how we can put things right or we may offer you some form of redress;
- If your complaint is more complicated, we might ask you to confirm, explain or clarify any issues;
- We may ask to meet with you to discuss things face-to-face and we would hope to be in a position to meet with you no later than fourteen working days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write to you fully setting out our views on the situation and making

suggestions as to how we can put things right, or asking you to confirm, explain or clarify any issues.

We aim to resolve your complaint and send our final written response within eight weeks of the date you first made it. If it remains unresolved to your satisfaction at eight weeks, we will write to explain any right to refer it to the Legal Ombudsman, the applicable time limits and how to contact it, even if an internal review is ongoing.

Step Three: Requesting an Internal Review

If you disagree with our decision, you may ask us to review it. Where practicable a different director or other appropriate person will review it. We aim to respond within 14 days of your request. You do not need to complete this step before exercising any right to refer the complaint to the Legal Ombudsman. An internal review does not extend any applicable referral deadline.

Step Four: The Legal Ombudsman

If you are eligible, you can ordinarily refer your complaint to the Legal Ombudsman when we send our final response or if it remains unresolved to your satisfaction eight weeks after you first raised it.

The usual time limit is one year from the act or omission complained of, or one year from when you should reasonably have known there was cause for complaint. Where our final response gives the required information, you must also ordinarily refer the complaint within six months of that response. The Ombudsman may extend its time limits where its Scheme Rules allow.

The Legal Ombudsman's Scheme Rules explain who can complain, when a complaint can be accepted earlier and when an exception to a time limit may apply.

Contact details for the Legal Ombudsman are:
Address: PO Box 6167, Slough, SL1 0EH.
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.co.uk

Alternative Dispute Resolution (ADR)

If we have exhausted our complaints procedure and cannot settle the complaint, we will confirm this in writing, identify a competent approved ADR body and give you its website. We will also confirm whether we agree to use its scheme. The firm's usual position is that it does not agree to use ADR for these complaints.

Complaints about your bill

The above complaints procedure also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; and that if all, or part, of a bill remains unpaid, the firm may be entitled to charge interest.

Raising concerns with our Regulator

The Solicitors Regulation Authority (SRA) can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can find information about raising your concerns with the SRA at www.sra.org.uk in the 'For the public' section.

NB:

If you need information in another language, large print, Braille or on audio CD please call the Legal Ombudsman on 0300 555 0333 or email enquiries@legalombudsman.org.uk