

# Acculegal Solicitors Complaints Policy

## **Our complaints policy**

Acculegal is 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. Whenever possible, please raise any initial client care problems with the person acting on your matter to give them the opportunity of resolving matters with you. Often matters can be quickly resolved in this way.

## **Our complaints procedure**

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case or their supervising partner, please contact us as soon as you are aware of the problem so this can be addressed.

## **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Mr Sunil Bajoori, who will review your matter file and speak to the member of staff who acted for you.
3. The person handling your case will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. The person handling your case will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the person handling your case will write to you to confirm what took place and any solutions he/she has agreed with you.
5. If you do not want a meeting or it is not possible, the person handling your case will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the

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matter we may at this stage arrange for another meeting with a partner to review the decision.

7. 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.
8. If you are still not satisfied, you can ask the Legal Ombudsman to consider your complaint. We hope that this does not become necessary and that we can resolve matters between ourselves. The Legal Ombudsman's contact details are:

**Address:** PO Box 6167, Slough, SL1 0EH

**Telephone:** 0300 555 0333 -from 8.30 am to 5.30 pm

**E-mail:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

A complaint to the Legal Ombudsman must be made:

- Within six months of receiving our final response to your complaint
- and*
- *No more than one year from the date of the act or omission being complained about; or*
  - *No more than one year from the date when you should reasonably have known that there was cause for complaint.*

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

## Complaints in relation to bills

The complaints procedure above 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; the Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for assessment of that bill.