

## COMPLAINTS

We strive to provide a high standard of client service at all times, however, if at any point you become unhappy with the service we have provided to you, then you should inform us immediately so that we can do our best to resolve the problem for you. In the first instance it may be helpful to contact the individual who is working on your case to discuss any concerns and we will do our best to resolve any issues at this stage. The Complaints Partner and the Client Care Partner for our firm is Mr. N. Rasiah, who can be contacted on 020 85434040; E: [info@rasiah.co.uk](mailto:info@rasiah.co.uk). If you would like to make a formal complaint, then please refer to our “Complaints Procedure”.

### What happens if I don't agree with your views on the complaint?

If we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman.

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. 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 a cause for complaint.

If you would like more information about the Legal Ombudsman please contact them using the details below:

### **Legal Ombudsman contact details:**

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

Call 0300 555 0333 between 9am to 5pm.

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

Legal Ombudsman PO Box 6167, Slough SL1 0EH

### **The Solicitors Regulation Authority**

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with them or contact them on the following details:

Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham B1 1RN or DX 720293 Birmingham 47.

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Telephone 0370 606 2555 inside the UK or +44(0)121 329 6800 from overseas

Email: [repoort@sra.org.uk](mailto:repoort@sra.org.uk)

Web: <https://www.sra.org.uk/consumers/problems/report-solicitor#how-report-sra>

### **Alternative Dispute Resolution Schemes**

Alternative complaints bodies such as the Ombudsman Services, ProMediate and Small Claims Mediation exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

However, we don't currently agree to use this Alternative Dispute Resolution service in view of the availability of the independent Legal Ombudsman Service established under the Legal Services Act 2007.

You may also visit the European Online Dispute Resolution Platform at <http://ec.europa.eu/consumers/odr> to make a complaint and have it resolved by an independent dispute resolution body.