

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. 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:

Within six months of receiving a final response to your complaint and
No more than six years from the date of act/omission; or no more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman please contact them.

Ombudsman contact details:

Visit www.legalombudsman.org.uk

Call 0300 555 0333 between 9am to 5pm.

Email enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

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.