

## Complaints Procedure

At AVA Solicitors, we are committed to providing a professional, efficient, and courteous service to all our clients. If you feel that we have failed to meet an acceptable standard of service, we encourage you to let us know. We see complaints as an opportunity to monitor and improve our quality of service. Your concerns will be investigated objectively, and we will aim to provide a positive and prompt resolution.

Our complaints handling procedure is as follows:

### Step 1: Initial Complaint

If you are dissatisfied with the service provided or have concerns regarding the handling or storage of your personal data, you should contact the person normally handling your case or their supervising partner or manager. The supervising partner or manager's name can be found in your initial correspondence.

We request that complaints be submitted in writing to avoid any scope for misunderstanding. You may send your written complaint via:

- **Email:** Mrs. Nosrat Farahy at [nosrat@avasolicitors.co.uk](mailto:nosrat@avasolicitors.co.uk)
- **Post:** 44 Lozells Road, Birmingham, B19 2TH

### Step 2: Acknowledgment

We will acknowledge receipt of your complaint within **7 working days** of receiving it.

### Step 3: Investigation and Response

We will investigate your complaint and provide you with a written response within **8 weeks** of the date your complaint was received.

If the matter is complex and requires additional time, we will notify you as soon as possible, providing an approximate timescale for when you can expect a response. We may propose a telephone call or meeting to discuss the matter further. If you have a preference for how we should communicate our response, please let us know.

### Step 4: Your Feedback on Our Response

Once our response is sent, we ask that you reply within **14 days of receiving it**, confirming whether you are satisfied or otherwise. If no response is received, the matter will be considered resolved satisfactorily.

If you remain unsatisfied, you should inform **Mrs. Nosrat Farahy** (Director), who will arrange an appointment to discuss your concerns further.

## Step 5: Final Review by the Director

Following this meeting, the Director will write to you within **14 days**, summarising the issues still in dispute and outlining the firm's position. Unless stated otherwise, this will conclude the firm's internal complaints procedure.

## Referral to the Legal Ombudsman

If you are not satisfied with our final response, you have the right to escalate your complaint to the **Legal Ombudsman**.

### Contact Details for the Legal Ombudsman:

- **Telephone:** 0300 555 0333 (International: +44 121 245 3050)
- **Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- **Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- **Address:**  
PO Box 6167  
Slough  
SL1 0EH

**Note:** You must escalate your complaint to the Legal Ombudsman within **6 months** of receiving our final response.

## Referral to the SRA

If your complaint relates to a breach of the **SRA Rules and Regulations**, you can report your concerns to the **Solicitors Regulation Authority (SRA)**.

### Contact Details for the SRA:

- **Address:**  
Solicitors Regulation Authority  
The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN
- **Telephone:** 0370 606 2555 (International: +44 (0)121 329 6800)
- **Email:** [report@sra.org.uk](mailto:report@sra.org.uk)

We value your feedback and will do our utmost to address your concerns promptly and fairly.

Best regards,  
**The AVA Solicitors Team**