

CARTER ROSE

SOLICITORS

Complaints Handling Policy

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.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time, you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within four days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Principal, Sanam Fiaz, who will review your matter file and speak to the member of staff who acted for you.
3. Mrs Fiaz will then invite you to a meeting to discuss, and hopefully resolve, your complaint. She will do this within 14 days of sending you the acknowledgment letter.
4. Within three days of the meeting, Sanam Fiaz will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Sanam Fiaz will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgment letter.

If you are still not satisfied, you can then contact:

The Legal Ombudsman,
PO Box 68906,
Wolverhampton,
WV1 9WJ

about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman (www.legalombudsman.org.uk) within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk