



COMPLAINTS HANDLING PROCEDURE

We are committed to providing a high-quality legal service to all our clients. However we know that sometimes things may not run as smoothly as you would expect and are happy to hear from you to help us to improve our standards.

Our Complaints Procedure

In the first instance we would suggest that you raise these concerns with the person with the day to day handling of your case, who will try to help. Alternatively, you may contact their supervisor or the Head of Department/Director whom are both ultimately responsible for your matter.

If you however feel that you still have cause for a complaint and wish to lodge a Formal Complaint, please write to our **Client Care Compliance Officer**. When you write to us, please:

- Provide your case details (reference number and the name of the caseworker dealing with your case)
- Let us know clearly the reasons why you are unhappy
- Let us know how you feel this matter can be resolved

The Client Care Department contact details are as follows:

Client Care Compliance Officer

Mount Azure Solicitors
Fortis House
160 London Road
London IG11 8BB
Fax: 020 8214 1051

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure and informing you as to who will conduct the investigation of your complaint. If we need further details regarding your complaint, we will ask you to provide us with required information within ten days of receiving our acknowledgement letter.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Departmental Supervisor/Director, who will review your matter file and speak to the caseworker/fee earner who acted for you.

3. If it is deemed appropriate to do so in the circumstances, the Supervisor/Director will then invite you to a meeting to discuss and hopefully resolve your complaint. He/She will do this within 14 days of sending you the acknowledgement letter.
4. Within seven days of the meeting, the Supervisor/Director 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 Supervisor/Director 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 and we will arrange for a review of our original 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 we have to change any of the timescales above, we will let you know and explain why.
9. We will have eight weeks in total to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.
10. The Legal Ombudsman contact details are as follows:

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Normally, you will need to bring a complaint to the Legal Ombudsman (www.legalombudsman.org.uk) within 6 months of receiving a final written response from us about your complaint, and that either the issue happened within the last 6 years or you became aware of it within the last 3 years.