

## Legal Complaints Handling Policy and Procedure

We are committed to providing high quality legal service and to dealing with all clients fairly. This includes a commitment to putting things right when they might have gone wrong or did go wrong, including in relation to the bill, and we need you to tell us.

This policy explains how we deal with any complaint that is referred to our firm. Your complaint might concern the way in which you have been dealt with, the quality of service you have received or the amount of any invoice that you have received.

### Complaints procedure

If you have a complaint, please let Nancy know, whether by post to this office or by email at [nancy@nancykhawam.com](mailto:nancy@nancykhawam.com). It would be helpful if you could let us know your concerns in writing, but if you would prefer not to, or if you find it difficult to do so, please telephone Nancy instead on [0203 427 5370](tel:02034275370).

In order to help us understand your complaint, and in order that we do not miss anything, please tell us:

1. What you think we have got wrong; and
2. What you hope to achieve as a result of your complaint.

To explain how long this process might take, we have included our target times for each stage of the process. Where, for any reason, it is not possible to observe any of the limits, we will let you know in writing and explain why.

### What will happen next?

1. On receipt of your complaint, we will send you a letter acknowledging your complaint, enclosing a copy of this policy. We would look to acknowledge your complaint no later than within three working days of receiving it.
2. We will open a file for your complaint in our system. We will examine the file on the work that this practice has been doing for you. We will complete our initial examination within no more than ten working days.
3. We might then invite you to a meeting. You do not have to attend if you do not wish to or are unable to. We will be happy to discuss the matter with you on the telephone. Alternatively, we might write to you to set out our views on the situation and/or to propose any redress that would seem appropriate. We will aim to write to you with our views and any suggestions within no more than ten working days of completing our investigations.
4. Where we feel that we have failed in our standards, we could offer an apology, a reduction of any bill or repayment in relation to any payment received.
5. If, by this stage, you are still not satisfied, please let us know. It would be helpful to us if you could do so within twenty one days from receiving our views and suggestions as referred to above at Point 3, but there is no obligation on you to do so. We will then arrange to review our decision in light of any comments that you make. We would generally aim to do this within no more than fourteen working days of hearing from you.

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6. We will let you know the result of the review within no more than ten working days of the end of the review and will do so by writing to you to confirm our final position on your complaint and explaining our reasons.
7. You may, if you wish, approach the Legal Ombudsman who provides a service examining complaints against lawyers, including solicitors' firms. They will usually expect firms to have concluded their examination of complaints within eight weeks after being notified of them and will require complaints to be referred to him within six months of the end of our complaints handling process set out above (meaning from receipt of our firm's final written response).
8. The services provided by the Legal Ombudsman are limited to individuals and smaller organisations- for more details of his service see his website and the terms of business provided to you when you first instructed us. The full details how to contact the Legal Ombudsman are as follows:
  - Telephone: [0300 555 0333](tel:03005550333)
  - Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
  - Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
  - Address: Legal Ombudsman, PO BOX 6806, Wolverhampton WV1 9WJ
9. You should note that the Legal Ombudsman will not be able to accept your complaint if:
  - More than six years have elapsed from the date of the alleged act or omission giving rise to your complaint;
  - More than three years have elapsed since the time that you should have known about your entitlement to make a complaint if later than above;
  - The date the alleged act or omission giving rise to the complaint was before 6 October 2010.
10. If your concerns relate to our behaviour, you may wish to contact Solicitors Regulation Authority. 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 the Solicitors Regulation Authority: <https://www.sra.org.uk/consumers/problems/report-solicitor/>
11. Alternative complaints bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to discuss such a scheme. We have, however, chosen not to adopt to the ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

### What will it cost?

12. We will not charge you for handling your complaint.
13. Please note that if we have issued a bill for work done on the matter, and all or some of the bills (s) is/are not paid, we may be entitled to charge interest on the amount outstanding.
14. The Legal Ombudsman is free of charge.

**Thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this practice. Our primary objective is to put things right.**

