

COMPLAINTS PROCEDURE

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure below.

Making a complaint will not affect how we handle your case.

What will happen next?

1. We aim to resolve your complaint within eight weeks of your notification. We will send you a letter acknowledging receipt of your complaint within three 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 our client care Partner, Jenny Okafor, who will review your matter file and speak to the member of staff who acted for you. Ify Uchendu will be responsible for handling complaints about Jenny Okafor.
3. Jenny Okafor 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 acknowledgement letter.
4. Within three days of the meeting, Jenny Okafor will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Jenny Okafor will send you a detailed written reply to your complaint, including 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 another someone unconnected with the matter at the firm to review the 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.

What to do if we cannot resolve your complaint

If you are still not satisfied, the legal Ombudsman can help, they look at your complaint independently. You can then contact the Legal Ombudsman (LeO) at PO Box 6167, Slough SL1 0EH about your complaint. You can also e-mail the Legal Ombudsman (LeO) at enquiries@legalombudsman.org.uk or telephone them on 0300 555 0333 or +44 121 245 3050 if calling from overseas. For further information, please access the Legal Ombudsman (LeO)'s website: www.legalombudsman.org.uk.

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

Please, also note that, as of 1st of April 2023, the Legal Ombudsman has made the following changes to when a client can now bring a complaint against a Law Firm:

The time limit for referring a complaint to LeO will be not later than one year from the date:

- of the act or omission being complained about; or
- when the complainant should have realised that there was cause for complaint

You also may have a right to object to a bill by making a complaint to the Legal Complaint Ombudsman or the Office of Legal Complaints, and /or by applying to the court for an assessment of the bill under part III of the Solicitors Act 1974. If all or part of a bill remains unpaid, the firm may be entitled to charge interest.

If we must change any of the timescales above, we will let you know and explain why.

For more information [contact the Legal Ombudsman](#).

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. 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](#).