

## COMPLAINTS HANDLING POLICY

### Complaints Policy

We value your business and do not wish you to have any reason to be unhappy with us. We are confident of providing a high-quality service. It is therefore important that you raise any concerns you may have with us immediately so that we may address them. This will help us to improve our standards.

If you are dissatisfied with the service received or if you are dissatisfied with regard to a charge on a bill received, please first contact the member of staff who is dealing with your matter and they will try to resolve your concerns informally. Our aim will always be to deal with your concerns as quickly as possible and without recourse to our formal complaint's procedure, if that is possible.

If you remain dissatisfied, the member of staff will explain to you how to make a formal complaint under the firm's complaints procedure by providing you with a copy of the firm's complaints procedure, which can also be found on the Firm's website at <https://www.perducolaw.co.uk/complaints-policy>.

### Our Complaint's Procedure

#### Stage 1

A formal written complaint must be raised with the Firm's Supervisor, Keara Ramage ([keara@perducolaw.com](mailto:keara@perducolaw.com)) who will investigate the matter further in accordance with our written complaints policy. Alternatively, you may wish to use the attached 'Client Complaint Form'. Please outline the cause of your dissatisfaction and if possible, the action you would like us to take in order to remedy that dissatisfaction.

#### Stage 2

We will acknowledge receipt of your complaint within five working days and a thorough investigation will be undertaken and a written response addressing the issue(s) raised shall be provided within fourteen days. If it is possible to reach a mutually acceptable resolution to your complaint, we will do so.

#### Stage 3

If matters cannot be resolved or you remain dissatisfied, an official complaint can be made to the Firm's Compliance Officer, Munshat Chowdhury ([munshat@perducolaw.com](mailto:munshat@perducolaw.com)) who shall have eight weeks from the date we received your complaint to fully consider your complaint and respond accordingly including any recommendations to resolve the complaint.

The Firm's Compliance Officer will have full access to all the information and personnel that they require to investigate your complaint properly. They may contact you directly to discuss and confirm your heads of complaints and request any further information from you to assist the investigation.

We will record your complaint in our central register which is reviewed regularly by the Firm.

## What to do if we cannot resolve your complaint

If at the end of the eight week period, you have not received a satisfactory response and remain dissatisfied, you can refer the matter to the Legal Ombudsman who can consider your complaint.

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving our final response to your complaint

and

- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

## For more information about the Legal Ombudsman contact:

[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

## 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](http://www.sra.org.uk).

## Complaints About Fees

If you are dissatisfied with our bill, you have the right to apply to the High Court for an assessment of our charges by an Officer of the Court under ss. 70, 71 and 72 of the Solicitors Act 1974. We hope that before making such an application you would first use our complaints procedure explained above.

## Complaints about Misconduct

If you have any concerns about our conduct or breach of the SRA Code of Conduct, you can also contact our regulatory body, the Solicitors Regulation Authority. Their details are:

The Solicitors Regulation Authority  
The Cube  
Wharfside Street  
Birmingham  
B1 1RN  
0370 606 2555

<http://www.sra.org.uk/consumers/problems/report-solicitor.page>

### **CLIENT COMPLAINT FORM**

We understand that you have expressed dissatisfaction with the service we have provided and we are eager to investigate the matter fully to resolve any issues. So that we can understand your complaint, please complete the form below.

**Your details:**

|                   |  |
|-------------------|--|
| <b>Title:</b>     |  |
| <b>Name:</b>      |  |
| <b>Address:</b>   |  |
| <b>Telephone:</b> |  |
| <b>E-Mail:</b>    |  |

**Firm details:**

|                       |  |
|-----------------------|--|
| <b>Our Reference:</b> |  |
| <b>Fee-Earner:</b>    |  |

**Complaint details:**

|   |  |
|---|--|
| <b>Details of Complaint:</b>                              | Please set out your complaints or attach a separate sheet to this form               |
| <b>How would you like us to deal with your complaint?</b> | <b>In writing (email or post)</b><br><b>A meeting</b><br><b>Other (please state)</b> |