

# BlackfriarsLAW - Complaints 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.

## Our commitment to our clients

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

## What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver the service reasonably expected of us
- When we give you the wrong information or fail to keep you informed
- When you receive a poor quality service
- When you have a problem with a member of staff

## How to make a complaint

If you wish to make a complaint you **MUST** make this **in writing** and send this to us by email, letter, delivery in person or fax.

We will try to resolve any complaint made in person or over the telephone immediately and to your satisfaction. Even where this is successful, we may still require the issue to be reported to our complaints handling partner, Anwar Zeb Khattak, in order that we can monitor our service to you, our client.

If your complaint cannot be resolved immediately, it will be passed to Anwar Zeb Khattak, who will acknowledge your complaint within 14 working days and then fully investigate and aim to respond to you within 28 working days of sending you the acknowledgement letter. If there is a delay in responding, we will keep you informed of our progress.

If you are unhappy with the response, we ask that you let us know and we can arrange to meet with you or, if that is not possible, consider your view further.

## If you are still unhappy

If you are still unhappy with our response you can contact **the Legal Ombudsman**.

## The Ombudsman

**The Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted.**

Details on how to complain to the Ombudsman can be found at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

If you would like to make contact, you can call on **0300 555 0333**, or write to

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

**The Solicitors Regulation Authority**

The Solicitors Regulation Authority can help you if you have concerns regarding conduct.

You can contact them here:

Solicitors Regulation Authority,

The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Phone: 0370 606 2555. Phone lines are usually open 9.00 to 17.00.

Or visit: [www.sra.org.uk](http://www.sra.org.uk)

**Comments**

We are happy to receive any other comments on our service to customers.

Please contact us in any of the ways mentioned above or complete the comments section below.

Alternatively, you can email us from the contact us section of our website.

**Comments**

We value your instructions and your views. Please pass on below anything you would like to tell us about your experience with us:

Thank you for taking the trouble to tell us. If you want a response, please complete your details below:

**Name**

**Address**

**Post Code**

**Email**