

Complaints Handling Policy & Procedure

City Law Practice Solicitors

At our firm, we are dedicated to delivering best legal guidance and excellent client services. If you find yourself dissatisfied with any aspect of the service provided or have concerns about an invoice, please do not hesitate to contact Mr. Zubair Rasheed on 0121 406 8043, 07877457820 (What's App only) or zr@citylaws.co.uk.

You can also reach us by mail at 133 Soho Hill, Hockley, Birmingham B19 1AT.

We have a documented procedure outlining how we manage complaints.

Designated Complaints Handler

Our dedicated complaints handler is Mr Zubair Rasheed who is Senior Solicitor and Director of City Law Practice.

Our Complaints Handling Procedure is explained below in 4 Steps:

Step 1: Acknowledging your Complaint:

Within five working days of receiving your complaint, your complaint will be recorded in our Complaints Register and a separate file will be opened in which we will store any correspondence and other documents relating to your complaint.

Within five working days we will also send you a letter acknowledging your complaint either by post or to your given email.

Step 2: Investigating your Complaint:

Within 14 working days of receiving your complaint, we will review your file(s) and any other relevant documentation and send you a letter telling you how we propose to deal with your complaint.

We value our clients and will do our utmost best to ensure matters are resolved timeously.

If it is necessary to hold a formal meeting, we will arrange for this with Mr Zubair Rasheed who will be in the position to provide you with possible solutions/opportunities to address your grievances.

We are more than happy to arrange for an interpreter should you require one to ensure a clear understanding of the matter.

Step 3: Appealing against our Final Decision:

If you are not satisfied with our final decision, please let us know and we will review our decision again. This time we may ask our Senior Member of Staff to review this matter.

We will let you know the result of any appeal within 7 working days of receiving your appeal.

Step 4: The Legal Ombudsman:

(New Changes After 1 April 2023)

If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint provided you do so within six months of the end of our Internal Complaints Handling Procedure. In addition, there are time limits relating to the date you first became aware or should have become aware of the problem. The relevant time limits are set out in the version of the Legal Ombudsman's Scheme Rules in force from time to time which can be accessed at:

<https://www.legalombudsman.org.uk/information-centre/news/changes-to-the-legal-ombudsman-s-scheme-rules/>

or by contacting the Legal Ombudsman using the contact details provided below) and may only be extended by the Legal Ombudsman in exceptional circumstances. Ordinarily, you cannot use the Legal Ombudsman unless you have first attempted to resolve your complaint using our internal Complaints Handling procedure, but you will be able to contact the Legal Ombudsman if:

- The complaint has not been resolved to your satisfaction within eight weeks of first making the complaint to us; or
- The Legal Ombudsman decides that there are exceptional reasons why the Legal Ombudsman should consider your complaint sooner, or without you having to use our internal Complaints Handling Procedure first; or
- The Legal Ombudsman considers that your complaint cannot be resolved using our internal Complaints Handling Procedure because the relationship between you and us has broken down irretrievably.

The Legal Ombudsman Contact Details

Address: PO Box 6806, Wolverhampton WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you have concerns regarding conduct or any other concern.

Contact Details:

Solicitors Regulation Authority,

The Cube

199 Wharfside Street

Birmingham

B1 1RN

Telephone: 0370 606 2555 inside the UK or +44 (0)121 329 6800 from overseas

www.sra.org.uk