Sian Ramsey
SOLICITORS

Complaints procedure

Sian Ramsey Solicitors

We are committed to providing a high-quality legal service. We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to your bill, we need you to tell us.

How do I make a complaint?

You can contact us in writing (by letter, fax or email) or by speaking with our complaints partner, whose contact details are:

Mr Pravin Jugdaohsingh, Managing Partner
Tel: 020 3923 0440 | Email: pj@rhjdevonshire.co.uk

To help us understand your complaint, and so that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint, and
- your file reference number (if you have it).

If you need any help in making your complaint, we will try to help you.

How will you deal with my complaint?

We will record your complaint centrally. We will write to you within two working days acknowledging your complaint, enclosing a copy of this procedure.

We will investigate your complaint. This will usually involve:

- reviewing your complaint
- reviewing your file(s) and other relevant documents, and
- speaking with the person who dealt with your matter.

We may also need to ask you for further information or documents. If so, we will ask you to provide them within a specific period of time. We will update you on the progress of your complaint at appropriate times.

If appropriate, we may invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or are unable to, and we will be happy to discuss the matter with you by telephone.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

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What if I am not satisfied with the outcome?

If you are unhappy with the outcome of our complaints procedure, please let us know first and we will review the matter.

If you are still unhappy, or if we have not resolved your complaint within eight weeks of receiving it, you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman:

- by post: PO Box 6806, Wolverhampton, WV1 9WJ
- by telephone: 0300 555 0333, or
- by email: enquiries@legalombudsman.org.uk

You must usually refer your complaint to the Legal Ombudsman within six months of our final written response to your complaint. You must also refer it no later than one year from the date of the act or omission you are complaining about, or one year from the date when you should reasonably have realised there was cause for complaint. Further details are available at www.legalombudsman.org.uk.

We have chosen not to adopt an alternative dispute resolution (ADR) process. If you wish to complain further, you should contact the Legal Ombudsman.

What will it cost?

We will not charge you for handling your complaint, and the Legal Ombudsman service is free of charge.

Please note that if we have issued a bill for work done on your matter and all or part of the bill is not paid, we may be entitled to charge interest on the amount outstanding.