



**Lambeth
Solicitors**

☎ **0207 095 9995**
| 0203 417 0606

📍 First Floor 463-465
Brixton Road
London **SW9 8HL**

LAMBETH SOLICITORS

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 COMPLAINTS PROCEDURE

If you have a complaint, contact us with the details.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps:
 - We will pass your complaint to the client care manager (Mr Benjamin Abu, Mr. Rasalingum Yogeshwaran depending on who your caseworker is).
 - The client care manager will ask the member of staff who acted for you to reply to your complaint within 14 days or 28 days depending on the nature of the complain



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- The client care manager will then examine their reply and the information in your complaint file. If necessary, he may also speak to them. This will take up to a maximum of 28 days from receiving their reply and the file. However, if you are overseas it may take longer.
 - If we need more time to investigate your complaint, we will inform you accordingly as sometimes the investigation may be lengthy especially where more than one person is involved.
4. The client care manager will then invite you to meet him and discuss and hopefully resolve your complaint within 3 days.
 5. Within 2 days of the meeting the client care manager will write to you to confirm what took place and any solutions he has agreed with you.
 6. If you do not want a meeting or it is not possible, the client care manager will send you a detailed reply to your complaint. This will include his suggestions for resolving the matters, within 5 days of completing the investigation.
 7. At this stage, if you are still not satisfied you can write to the Practice Manager, Mr R. Bushan Deepchand again. We will then arrange to review our decision. This will happen in one of the following ways:
 - Another partner of the firm will review the investigation of the client care manager within 10 days.
 - We will ask our local Law Society or another local firm of solicitors to review your complaint within 5 days. We will let you know how long this process will take.
 8. We will let you know the result of the review within 5 days of the end of the review. At this time, we will write to you confirming our final position on your complaint and explaining our reason. We will also give you the name and address of the Office for the Legal Ombudsman who deals with legal services complaints if you are still not satisfied, you can contact them about your complaint.

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



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Complaints to the Legal Ombudsmen

What to do if we cannot resolve 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 a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: 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.