

Complaints policy

We are committed to providing high quality legal advice and client care.

However, if at any point you become unhappy or concerned about the service provided, please inform us immediately so that we can do our best to resolve the problem.

In the first instance, it may be helpful to contact the person who is handling your matter. If you still have queries or concerns, please contact Linda Atele who is the Practice Manager to whom any final issues can be reported.

Formal complaint procedure

The following outlines our recommended procedure for making a formal complaint. Please note that making a complaint will not affect how we handle your case.

1. A formal complaint should be addressed to your case handler in the first instance.
2. They will acknowledge your complaint within seven working days of receipt. The case handler will review the complaint and provide a written response to you within 14 days of receipt of your complaint.
3. If you are not satisfied with the response from your case handler, you should refer your complaint to our Practice Manager Linda Atele who can be contacted in writing at 57 Hythe Street, Dartford, Kent, DA1 1BG or by email linda.atele@eandcsolicitors.co.uk.
4. Our head of practice will show your complaint to the person responsible for your matter and interview any members of staff involved in your matter, to investigate the complaint further.
5. You will receive a written response to your complaint within 14 days from the date the complaint is first received by the Practice Manager. This response will set out the result of our investigation, any proposed resolution and, if relevant, any procedural changes we will make to ensure the situation does not arise again.

Taking the complaint further

We are regulated by the Solicitors Regulation Authority and complaints and redress mechanisms are provided through them and the Legal Ombudsman.

The Solicitors Regulation Authority can help you if you are concerned about services. This could be for things like you feel you have been treated unfairly because of your age, a disability or other characteristic or if you feel that we have acted unethically. You can raise your concerns with the Solicitors Regulation Authority who can be contacted using this link:

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

If we are unable to resolve any such concerns to your satisfaction, you are entitled to make a complaint to the Legal Ombudsman.

The Legal Ombudsman investigates complaints about service issues with lawyers. They expect complaints to be made to them within one year of the date of the act or omission about which you are concerned, or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman may consider complaints made after these deadlines if it is fair and reasonable for them to do so. They may decide not to pursue a complaint if:

- there was no significant loss, distress, inconvenience, or detriment;
- the size or complexity of the complaint, or your behaviour, results in the complaint requiring a disproportionate use of resources;
- there has been undue delay in bringing the complaint;
- you have already accepted a reasonable offer we made.

The Legal Ombudsman's contact details are:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 10am to 4pm

Relay UK: 18001 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Complaints about a client's rights under the General Data Protection Regulation must be submitted to the Information Commissioner's Office at www.ico.org.uk.

Any disputes or legal issues arising from our Client Care and Terms of Business will be determined by the law of England and Wales and considered exclusively by the English and Welsh courts.