

Our procedure for handling complaints from clients

FR Solicitors are committed to providing a high-quality legal service to all our clients. If you think that something has gone wrong, then we need you to tell us about it.

Unfortunately, despite our very best-efforts things do sometimes go wrong. Mistakes and misunderstandings can occur, and our reputation depends on these problems being dealt with sympathetically and quickly because this is an essential part of our 'Quality Service' approach. So that we may achieve this, we have a procedure for dealing with complaints from clients.

How do you make a complaint?

If you are not satisfied with the service being provided by FR Solicitors, then you should in the first instance contact the person who is working on your matter to discuss your concerns and he or she will do their best to resolve any issues. If you feel the matter is more serious or several factors are involved then we ask you to write to the Solicitor, who is the person responsible for overall supervision of your matter, they will be named in the client care letter, which you will have been provided with at the beginning of the matter.

Receipt of a complaint will trigger the following complaints handling procedure:

Within 7 days:

We will record client's complaint in our register and open a file for client's' complaint. You will receive a letter acknowledging your complaint. This may ask you to confirm or explain the details of your complaint. Muhammad Abdullah will deal your complaint and provide a written copy of our complaints handling policy.

Within 21 days:

We will also acknowledge your reply and confirm what will happen next. We will then start to investigate your complaint.

Muhammad Abdullah will consider your complaint and the information in your complaint. He may also speak to the person who acted for you. You will be invited to a meeting with the solicitors who acted for you. Muhammad Abdullah will then invite you to a meeting to discuss the matter in the hope that your complaint may be resolved. He will do this within 21 days of sending you the acknowledge letter. Muhammad Abdullah will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the letter of acknowledgement. You will receive written confirmation of the outcome of the meeting and any solutions agreed within three days of that meeting.

Within 28 days:

In the event that you do not wish to have a meeting to resolve your complaint, or it is not possible, you will receive a full written response to your complaint. This will include proposals to resolve the complaint.

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 our final response to your complaint and
- No more than one years from the date of act/omission being complained about; or
- No more than one years from the date when you should have known there was cause for complaint.

For more information contact the Legal Ombudsman <https://www.legalombudsman.org.uk/contact-us/>

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

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 10am to 4pm.

Relay UK: 18001 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO BOX 6167, Slough, SL1 0EH

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 <https://www.sra.org.uk>