

# COMPLAINTS POLICY

AWS Solicitors take client care very seriously and believe ourselves to be an open-firm who are approachable and welcome any kind of feedback to enable us and to ensure that our services are provided at the best possible level to all of our clients.

From our experience, we believe that most of our clients prefer to raise any initial queries or informal complaints with their case handler dealing with their case by telephone, email or in writing. Most of such related concerns can often be resolved within a short span of time. We hope to be able to resolve any problems satisfactorily. We are always concerned to ensure that our clients are satisfied with the service they receive.

Still, if you prefer to raise this further or speak to someone other than your case handler dealing with your complaint, you can contact one of firm's directions on 020 3375 4271. They will be more than happy to help to resolve any concerns.

Furthermore, we operate a system throughout our office of insisting our staff meet certain standards about client care. Such standards include: -

- a. Clients should receive copies of all substantive correspondence
- b. Telephone calls from clients are all returned during the same day if possible.
- c. Correspondence of any sort is generally to be dealt with promptly.
- d. Letters to clients or other solicitors are to be written in plain succinct English.
- e. Appointments are to be given to clients without any undue delay.

This firm is committed to high quality legal advice and client care, if you are unhappy about any aspect of the service you have received, please contact either the one of the Partners, or the firm's Client Care Officer, Babar Akram on 0203 375 4271, email: [info@awssolicitors.co.uk](mailto:info@awssolicitors.co.uk) or by post at AWS Solicitors, 44 Broadway, Stratford, London E15 1XH, addressed directly to Partners.

## *What Happens Next?*

We will send you an acknowledgement letter confirming receipt of your complaint within 3 days of receiving it enclosing a copy of our Complaints Procedure. The steps are:

- a) The matter will be passed to our client care officer, Mr Babar Akram, who will investigate your complaint and speak to the member of staff dealing with your case. As course of investigation, he may request further documents or information from the client to fully understand the complaint, if necessary.
- b) Within 21 days of acknowledging the complaint, we will provide a detailed and written response, which possibly will include suggestions for resolving the complaint.
- c) As some matters require more time, and if we must, we will let you know about changes the timescales, and explain why.

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- d) If you are not satisfied with the outcome, you may ask us to review our decision, which will be done by a Partner. However, we would ask you to confirm which part of the response you are not satisfied with and provide any further comments or documents you wish us to consider.
- e) Your complaint will be reviewed by a Partner within 21 days of your request for a review.

There will be no charge/fees for any of the work we carry out investigating your complaint

If you are not satisfied with the handling of your complaint, you can ask The Legal Ombudsmen who can be contacted at the address set out below, to consider your complaint.

## **The Legal Ombudsmen**

PO Box 15870,

Tamworth

B77 9LE

Tel No: 0300 555 0333,

Email: [enquiries@legalombudsmen.org.uk](mailto:enquiries@legalombudsmen.org.uk)

Web: [www.legalombudsmen.org.uk](http://www.legalombudsmen.org.uk).

Please note that ordinarily a complaint must be referred to the Legal Ombudsmen within one year of the act/omission complained of, or one year from when you should reasonably have known that there was a cause for complaint without taking advice from a third party.

Complaints about our Behaviour:

The SRA can investigate complaints about our behaviour. The SRA can be contacted at:

The SRA

199 Wharfside Street

Birmingham

B1 1RN

Email: [report@sra.org.uk](mailto:report@sra.org.uk)

Guidance on making a complaint to the SRA can be found at:  
[www.sra.org.uk](http://www.sra.org.uk)

Or by telephoning the SRA's Contact Centre on 0370 606 2555 or by email  
[contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk)