

NISSI SOLICITORS

COMPLAINTS HANDLING POLICY

We aim to give you the best service possible, however, if at any point you become unhappy or dissatisfied with the service we have 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 working on your case in order to discuss your concerns and we will do our best to resolve any issues at this stage.

Should you continue to be dissatisfied you may then write to us at the following address:

Nissi Solicitors, 325 High Street, West Bromwich, West Midlands, B708LU

Alternatively, you can email us at info@nissisolicitors.co.uk

Please be assured that a making a complaint will not affect how we handle your case.

The Process

1. Your complaint will be resolved within or up to 8 weeks.
2. We will formally acknowledge receipt of your complaint and provide you with a copy of this procedure within 5 days.
3. Your complaint will be recorded and dealt with promptly, fairly, openly and effectively.
4. Your complaint will be investigated by the Principal Solicitor, Mrs S Pennant.
5. You will then be invited to a meeting to discuss and bring resolution to your complaint within 14 days of the date of the acknowledgement letter. We will then write to you within 7 days setting out the outcome of the meeting and any solutions agreed.
6. If you do not wish to attend a meeting, we will write to you confirming the outcome of the investigation with any solutions within 14 days of the date of the acknowledgement letter.
7. If you are still further dissatisfied, you should contact us again in writing by post or email requesting a review of our decision with reasons and suggestions of solutions within 7 days of receipt of our response. We will then review our decision and reply with our final decision with reasons in writing within 21 days of receipt of your request.
8. If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the 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 one year from the date of act/omission; or no more than one year from when you should reasonably have known there was cause for complaint.

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The contact details are:

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9W

Email: enquiries@legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm

Website: www.legalombudsman.org.uk

Complaints regarding your bill

The above complaints procedure also applies to complaints arising concerning our bill. You may also apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974, if you object to our bill. We may be entitled to If all or part of a bill remains unpaid, the firm may be entitled to charge interest.

Solicitors Regulatory Authority

The quality of our work and systems comply with the requirements of the Solicitors Regulatory Authority who regulate us. We are obliged to treat you fairly at all times and in accordance with the SRA regulatory requirements.

You can raise your concerns with the Solicitors Regulation Authority at www.sra.org.uk.

Please be reassured that making a complaint will not affect in any way the level of service you receive from us and you will not be charged for the complaint handling process.