Crest Solicitors
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COMPLAINTS PROCEDURE

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 COMPLAINT'S PROCEDURE

If you have a complaint about our service or a bill that we have rendered or both, please contact us with the details. The person to contact is: **Syeda Ahmed** Tel: **0121 751 9986** Email: **sa@crestsolicitors.co.uk**

WHAT WILL HAPPEN NEXT?

1. We will send you a letter acknowledging receipt of your complaint within 7days of us receiving the complaint, enclosing a copy of this procedure.

2. We will then investigate your complaint. This will normally involve passing your complaint to Syeda Ahmed who will review your file and speak to the member of staff who acted for you.

3. Syeda Ahmed will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 21 days of sending you the acknowledgement letter.

4. Within 5 days of the meeting, Syeda Ahmed will write to you to confirm what took place and any solutions she has agreed with you.

5. If you do not want a meeting or it is not possible, Syeda Ahmed will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another manager or someone unconnected with the matter at the practice to review the decision.

7. We will write to you within 10 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

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

9. If you are still not satisfied, you can then contact the Legal Ombudsman at, PO Box 6167, Slough, SL1 0EH Tel: 0300 555 0333 Email: enquiries@legalombudsman.org.uk Website: www.legalombudsman.org.uk

10. The Solicitors Regulation Authority (SRA) regulates solicitors and law firms in England and Wales. If your complaint relates to a potential breach of the SRA's Standards and Regulations, you may also report the matter to the SRA. You can contact the SRA at: Website: www.sra.org.uk Telephone: 0370 606 2555

There are time limits within which complaints must be made to the Legal Ombudsman, as indicated below.

Generally speaking, your complaint should be made to the Ombudsman no later than 12 months from when the problem occurred or from when you should reasonably have become aware of the problem.

Crest Solicitors is the trading name of Crest Solicitors Ltd registered in England and Wales company number 15892852. Crest Solicitors Ltd is authorised and regulated by the Solicitors Regulation Authority Number 8009106.

Additionally, you should make your complaint to the Ombudsman within six months of receiving a final response from us following the complaint that you have made to us.

Normally, your complaint needs to fall inside both rules if the Ombudsman is going to investigate it.

You also need to be aware that the Ombudsman only deals with complaints from the following:

(a) an enterprise which, at the time that the complaint is made, is a micro-enterprise within the meaning of arts.1, 2(1) and (3) of the Annex to Commission Recommendation 2003/361/EC, as that Recommendation had effect at the date it was adopted;

(b) a charity with an annual income net of tax of less than £1 million at the time at which the complainant refers the complaint to the respondent;

(c) a club, association or organisation, the affairs of which are managed by its members or a committee or committees of its members, with an annual income net of tax of less than £1 million at the time at which the complainant refers the complaint to the respondent;

(d) a trustee of a trust with an asset value of less than £1 million at the time at which the complainant refers the complaint to the respondent;

(e) a personal representative of an estate of a person; or

(f) a beneficiary of an estate of a person