

# **QualitySolicitors Mirza - Complaints Procedure**

## **Our complaints handling 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 complaints procedure**

If you have a complaint, please contact Sajjid Elahi our client care partner. You can write to him at QualitySolicitors Mirza, 216 Hoe Street, Walthamstow, London E17 3AY. We have eight weeks to consider your complaint. If we have not resolved it within this time you may be able to complain to the Legal Ombudsman. If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why.

## **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within 14 days of receiving it.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Sajjid Elahi or another partner, who will review your matter file and speak to the member of staff who acted for you.
3. Sajjid or another partner will then write to you with a response and invite you to a meeting to discuss your complaint further if you wish. S/he will do this within 21 days of sending you the acknowledgement letter.
4. Within seven days of the meeting, Sajjid or another partner will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, Sajjid or another partner will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 28 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 our decision on your complaint to be reviewed.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the

Legal Ombudsman,  
PO Box 6806,  
Wolverhampton  
WV1 9WJ  
Telephone: 0300 555 0333

about your complaint. We very much hope that this will not be necessary.

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).