



## **Rashid & Co Solicitors**

### **Complaints Handling Policy**

#### **Our commitment**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need our clients to tell us about it. This will help improve our standards. Whenever possible, please raise any initial client care problems with the person acting on your case to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way.

If you are unhappy about any aspect of the service you have received, or about the bill, please contact us by post to our office at ZR Building, 401- 401a Witton Road, Witton, Birmingham B6 6SP, or telephone 0121 356 0078, or email [info@rashidandco.com](mailto:info@rashidandco.com). Making a complaint will not affect how we handle your case.

#### **What will happen next?**

1. We will acknowledge your complaint in writing and may in addition ask you to confirm or explain any further details. We will inform you of the name of the person who will be dealing with your complaint.
2. All complaints will be recorded and dealt with as swiftly as possible by our Client Care Manager, Mr T M Rashid or the Head of the relevant Department.
3. A letter will be issued within seven working days from the date of receipt of your complaint. This will outline the steps that will be engaged to resolve the complaint and will also indicate the timescale in which an initial or substantive response may be obtained.
4. We will investigate your complaint by firstly reviewing your file and speaking with any individuals who dealt with your case and any other relevant parties whom acted on your behalf.
5. Subsequent to these investigations you should expect to receive a detailed response of our finding and action that will be undertaken to resolve the matter and prevent it from reoccurring in the future. This should be issued within 8 weeks of your original complaint. If further information is required from yourself, then the final response may be expected within 28 days from receipt of the information from you.
6. You will be notified if further time is needed to investigate and we will explain the reasons for this.
7. If you are not satisfied with the outcome of the initial investigation, then we shall refer the matter to another Director at the Company to review the decision. A final decision and clarification for the decision will be issued to you within 4 weeks from your request for review.
8. If we have to change any of the above timescales we will let you know and explain why.

#### **The Legal Ombudsman**

If you are still not satisfied with our handling of your complaint, or if we have not resolved it within eight weeks, you can ask the Legal Ombudsman to consider the complaint. We would hope that this does not become necessary and that we can resolve matters between ourselves. Contact details are as follows:

**Legal Ombudsman**

PO Box 6167

Slough

SL1 0EH

Telephone: 0300 555 0333

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned, or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

### **Complaints about your bill**

The above complaints procedure also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; and that if all, or part, of a bill remains unpaid, the Practice may be entitled to charge interest.

### **Raising concerns with our regulator**

The Solicitors Regulation Authority (SRA) can help you 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. You can find information about raising your concerns with the SRA at: [www.sra.org.uk/consumers/problems/report-solicitor](http://www.sra.org.uk/consumers/problems/report-solicitor).