



## **Complaints Policy**

### **Our firm's complaints policy**

We at Signature Law Ltd 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 maintain and improve our standards.

### **Our complaints procedure**

If you have a complaint, please contact Ms Sital Somaiya who deals with complaints in our firm – she is the complaints' representative.

In the event your complaint is about Ms Sital Somaiya, then the Firm's consultant will be appointed to oversee and the procedure below will be followed:

### **What happens next?**

1. We will send you a letter acknowledging your complaint as well as a copy of our complaint's procedure and invite you to come to the office to see the complaint representative. Together you will talk about the complaint and agree between you, exactly what the nature of the problem is. The complaint will then be put in writing – this is important because we want to get the complaint right and ensure that we are tackling all the problems at once at the same time.
2. The complaint will then be recorded in our central register and we will open a file for your complaint. We will do this within one working day of having the complaint in writing.
3. The complaint's representative will then start to investigate your complaint. This may involve one or more of the following steps:
  - a. If the complaint representative acted for you, they will consider your complaint again. They will send you a detailed reply within 10 working days.
  - b. If someone else in the firm acted for you, the complaint representative will ask them to give them their reply to your complaint within 5 working days.
  - c. The complaint representative will then examine their reply and the information in your complaint file. They will also speak to the person who acted for you.

They will do this within 3 working days of receiving their reply and the file.

4. The complaint's representative will then write to you inviting you to see them and discuss and hopefully resolve your complaint.
5. Within 2 days of the meeting the complaint's representative will write to you to confirm what took place and any solutions agreed with you.
6. If you do not want a meeting, or it is not possible, the complaint's representative will send you a detailed reply to your complaint. This will include their suggestions for resolving the matter.
7. At this stage if you are still not satisfied, you can write to the Complaint's Representative again. They will arrange to review her decision. This may happen in one of the following ways:
  - a. They will review her decision herself within 5 working days;
  - b. They will arrange for someone who is not connected with the complaint to review their decision. This will be done within 10 working days;
  - c. The complaint's representative will invite you to agree to independent mediation within 5 working days. They will let you know how long this will take.
8. The complaint's representative will inform you the result of the review within 5 working days of the end of the review. At this time, they will write to you to confirm their final position on your complaint and explaining their reasons.
9. In the event the Firm does not hear from you within 2 months of sending the final position on your complaint, we will deem this as being resolved.
10. In the event of having exhausted the Firm's procedure but you are not satisfied with the outcome of the complaints procedure, you can contact the Legal Ombudsman. The contact details are: Legal Ombudsman, PO BOX 6167. Slough, SL1 0EH. Tel No: 0300 555 0333. Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Note that any matters should be brought to the attention of the Legal Ombudsman not later than one year from the date of (a) the act or omission being complained about; or (b) when a person should have realised that there was cause for a complaint.