

COMPLAINTS POLICY

At AJ Reubens Solicitors we are committed to providing a high-quality legal service. However, we acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

1 How do I make a complaint?

In the first instance, you should raise your concerns with the individual dealing with your case. If you are unable to resolve the problem with the individual dealing with the matter, you can email the managing partner, Lucy Tagoe, on admin@ajreubens.co.uk, setting out the nature of your complaint. You can also contact us by post.

1.1 To help us to understand your complaint, and in order that we do not miss anything, please tell us:

1.1.1 your full name and contact details

1.1.2 what you think we have got wrong

1.1.3 what you hope to achieve as a result of your complaint, and

1.1.4 your file reference number (if you have it)

1.2 If you require any help in making your complaint we will try to help you.

2 How will you deal with my complaint?

2.1 Following receipt of your complaint, we will record your complaint centrally and investigate your complaint. This will usually involve:

2.1.1 reviewing your complaint

2.1.2 reviewing your file(s) and other relevant documents, and

2.1.3 speaking with the person who dealt with your matter

2.2 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time. We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

2.3 We will write to you within 14 days identifying the individual responsible for investigating the complaint and confirming the steps we are taking. We will either provide our substantive response within this 14 day period or, if that is not practicable, we will give our expected timetable for doing so. We aim to respond in full to all complaints within 8 weeks but we will keep you informed if we are not going to be able to meet that timescale. At the conclusion of the investigation of your complaint you will be advised of our response in writing.

2.4 We will update you on the progress of your complaint at appropriate times.

3 What if I am not satisfied with the outcome?

- 3.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.
- 3.2 If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman:
 - 3.2.1 by post at PO Box 6806, Wolverhampton, WV1 9WJ
 - 3.2.2 by telephone: 0300 555 0333, or
 - 3.2.3 by email: enquiries@legalombudsman.org.uk
- 3.3 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. Further details are available on the website: www.legalombudsman.org.uk.
- 3.4 A complaint can also be made to the SRA if it relates to our professional conduct or behaviour. Further information is available on the SRA's website (<https://www.sra.org.uk/consumers/>). The SRA can be contacted by telephone (0370 606 2555), by email (reports@sra.org.uk) or by post (SRA Report, The Cube, 199 Wharfside Street, Birmingham, B1 1RN).

4 What will it cost?

- 4.1 We will not charge you for handling your complaint.