



**FERIAL SOLICITORS**  
Innovative Immigration Specialist

## COMPLAINTS PROCEDURE

We want to give you the best possible service. However, if at any point you become unhappy or concerned about our service we endeavour to ensure that you feel comfortable raising concerns about the service you have received.

You should inform us immediately so we can do our best to resolve them.

In the first instance, it may be helpful to contact the person who is working on your matter, to discuss your concerns, and we will do our best to resolve any issues at that stage. If you would like to make a formal complaint then you can read our full complaints procedure below.

Making a complaint will not affect how we handle your case and we aim to ensure complaints are managed effectively and reasonably.

We take client concerns very seriously and endeavour to ensure that clients feel comfortable raising concerns about the service they have received.

We aim to ensure complaints are managed effectively and reasonably.

### **Making a complaint**

You can register your complaint with the person dealing with your matter or the Director of the firm, Ferial Saada (fsaada@ferialsolicitors.co.uk) directly.

She is responsible for ensuring that complaints are handled effectively and in accordance with this procedure.

If the complaint is about Ferial Saada, then you can register the complaint with Shereen Daker (sdaker@ferialsolicitors.co.uk)

### **Prospective Clients**



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This procedure will also apply to prospective clients whom we have refused to provide a service or persistently or unreasonably offered an unwanted service but only if you have to show we did not have reasonable grounds to do so.

### **Investigating the complaint**

- (1) We will acknowledge the complaint within seven days, enclosing a copy of this procedure.
- (2) We will conduct a full investigation and review of the matter.
- (3) Within twenty-eight days of sending you an acknowledgement of your complaint, the Director will invite you to meet with her (in person or over the telephone) to discuss and hopefully resolve your complaint.
- (4) Within three days of the meeting, the Director will write to you to confirm what took place and any solutions agreed.
- (5) If you would not like a meeting, or it is not possible, within 21 days of the acknowledgement letter, the Director will send a detailed written reply to you, including her views on the complaint and her suggestions for resolving the matter, hopefully to your satisfaction, including appropriate redress and this could include a reduction in fees if appropriate, compensation or a gesture of goodwill.
- (6) However, if the complaint is more complex we may require more time but we will let you know when you can expect to receive a full response.
- (7) If you are not satisfied with the response and proposals suggested by the Director you may request a further review by the Director. The Director will inform you of the conclusions and any alternative proposals to resolve the complaint, usually within 28 days of this being raised with her.
- (8) If still unresolved at this stage, you may take your complaint to the Legal Ombudsman: You will have to bring your complaint to the Legal Ombudsman within six months of receiving a final response about your complaint from us and no later than one year from the date of the act or omission being complained about; or one year from the date on which you should have realised that there was cause for complaint. The Legal Ombudsman can choose to extend this time limit where it is fair and reasonable to do so.



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(9) We will record and report centrally all complaints received from clients and prospective clients.

(8) We will identify the cause of any problems to which the client has complained offering appropriate redress and correcting any unsatisfactory procedures.

### **Legal Ombudsman**

The Legal Ombudsman is an independent and impartial complaints-handling body established by the Legal Services Act 2007 to deal with complaints against Solicitors.

The Legal Ombudsman may:

- Investigate the quality of professional service supplied by a solicitor to a client.
- Investigate allegations that a solicitor has breached rules of professional conduct.
- Investigate allegations that a solicitor has unreasonably refused to supply a professional service to a prospective client.
- Investigate allegations that a solicitor has persistently or unreasonably offered a professional service that the client does not want.

Before it will consider a complaint the Legal Ombudsman generally requires that the firm's internal Complaints Procedure has been exhausted. If the Legal Ombudsman is satisfied that the firm's proposals for resolving a complaint are reasonable, it may decline to investigate further.

The Legal Ombudsman's address is:

PO Box 6167, Slough, SL1 0EH; telephone, 0300 555 0333; website, [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk); or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

### **The Solicitors Regulation Authority**

The Solicitors Regulation Authority 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 characteristics.

You can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).