

## **Anglo Law Complaints Policy**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we are providing then you should inform your solicitor immediately by email or telephone so that we can do our best to resolve the problem as quickly as possible for you.

In the first instance, it would be helpful to contact the person who is working on your case to discuss your concerns during a meeting (no cost to you) where we hope to resolve any issues, misunderstandings or concerns you raise. If you would like to make a formal complaint, then you can read our full complaints procedure below. Making a complaint will not ever affect how we handle your case. We will always do our utmost best.

### **Our complaints policy**

Anglo Law Solicitors 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**

In the unlikely event you have a concern or a complaint, please contact us as soon as you are aware of the problem and we will be discuss this with you without delay.

We will always endeavour to resolve any concerns internally and as swiftly as possible and to your satisfaction whenever we can do so. Please be assured that there are no costs involved for us dealing with any client care issues.

**Please address your concerns to**

In the unlikely event you feel concerned about the service you have received then please immediately email either or both:

[ssultana@anglowlaw.co.uk](mailto:ssultana@anglowlaw.co.uk) or [rhussain@anglowlaw.co.uk](mailto:rhussain@anglowlaw.co.uk)

OR write to Ms Sultana at:

ANGLO LAW SOLICITORS  
Level 30, The Leadenhall Building,  
122 Leadenhall Street,  
City of London  
EC3V 4BA  
Tel: 0203 753 4667

**What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure. If you have special requirements due to a disability please let us know and we shall do our best to accommodate any alternative arrangements you may require.
2. We will then investigate your complaint. This will normally involve passing your complaint to our complaints handling partner, Ms Sultana or Ms Hussain , who will review your matter file and speak to the member of staff who acted for you.
3. Ms Sultana or Ms Hussain will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. She will do this within **14 working days** of sending you the acknowledgement letter.
4. Within **7 working days** of the meeting, Ms Sultana or Ms Hussain will write to you to confirm what took place and any solutions she has agreed with you.

5. If you do not want a meeting or it is not possible, Ms Sultana or Ms Hussain will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within **21 working days** of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another partner to review the decision.
7. We will write to you within **14 working days** of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Our work timescales are subject to be amended depending on the complexity of the matter and submission. If we must change any of the timescales above, we will let you know and explain why.

If you are still not satisfied, you can then contact the **Legal Ombudsman** using these contact details;

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

**Call: 0300 555 0333 between 9am to 5pm.**

**Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)**

**Legal Ombudsman**

**PO Box 6167**

**Slough**

**SL1 OEH**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint  
  
and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

**Please Note before contacting the Legal Ombudsman;**

1. If your complaint is **specifically about our bill**, you have the right to object to it and apply for an **assessment of it under part III of the Solicitors Act 1974**. If you should choose to exercise this right, and the court is assessing our bill, you may be unable to use the Legal Ombudsman service.
2. If you are complaining as a business client, unless you are a “micro business” (as defined by the European Union), you may not be able to use the Legal Ombudsman scheme, and should check the guidance on Legal Ombudsman’s website.

3. If you refer your complaint to the Legal Ombudsman as a trustee/personal representative (executor/administrator) or beneficiary of the estate/trust of a person who, before they died, had not referred the complaint to the Legal Ombudsman the period runs from when the deceased should reasonably have known there was cause for complaint; and when the complainant (or the deceased) should reasonably have known there was a cause for complaint will be assessed on the basis of the complainant's (or deceased's) own knowledge, disregarding what the complainant (or the deceased) might have been told if he/she had sought advice.
4. If the ombudsman considers there are exceptional circumstances (e.g. serious illness or you were still within the time limits when you made your initial complaint to them) then he/she may extend any of the above time limits to the extent that he/she considers fair.

### [The Solicitors Regulation Authority](#)

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the [Solicitors Regulation Authority](#)

