

CITY LAW PRACTICE SOLICITORS & ADVOCATES

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COMPLAINT PROCEDURE

- City Law Practice Solicitors & Advocates aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know
- In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the company.

If you are not happy with City Law Practice please tell us!

- If you are unhappy about any of the company's service, please speak to the relevant staff member, manager, or Director.
- If you are unhappy with an individual at City Law Practice, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the manager or Director.
- Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a Written Complaint

- If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director directly.
- All written complaints will be logged and you will receive a written acknowledgment within three to five working days.

- The aim is to investigate your complaint properly and give you a response within 3 – 6 weeks. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
- If, after we have responded and you are still not satisfied, please write to the Director who will decide on any further steps to resolve the situation.
- If you feel your complaint has not been resolved or actioned accordingly, you can contact the Legal Ombudsman or SRA directly and they will take appropriate measures to ensure your complaint is dealt with.

We are regulated by the Solicitors Regulation Authority (SRA) any complaints and redress mechanisms are provided through them and the Legal Ombudsman.

If we are unable to resolve any such concerns to your satisfaction you are entitled to make a complaint to the Legal Ombudsman - P.O. Box 6806 Wolverhampton WV1 9WJ.

The Legal Ombudsman investigates complaints about service issues with lawyers. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

Complaints about a client's rights under the General Data Protection Regulation must be submitted to the Information Commissioner's Office

CONTACT DETAILS:

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**FINALLY, PLEASE LET US KNOW IF YOU ARE HAPPY
WITH CITY LAW PRACTICE'S SERVICES!!**