

# SJS Solicitors

Quality Legal Services to the Public

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## Complaints Procedure

### Complaints Policy

Mrs Savita Sukul is the Principal of SJS Solicitors and is responsible for handling all complaints. SJS Solicitors is committed to providing an extremely high-quality legal service to all their clients. When something goes wrong, we need you to tell us about it, this will help us to maintain and improve our standards.

### Complaints Procedure:

If at any point you wish to raise a complaint with us about any aspect of your case, please do so in writing to Mrs Savita Sukul.

1. We will send you a Letter of Acknowledgment of your complaint within three working days of us receiving it. In this letter we will let you know who will be dealing with your complaint and what will happen next.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within three days of us receiving the complaint.
3. The principal of the firm will then commence to investigate your complaint and speak with the case handler.
4. You will receive a detailed letter in response to your complaint addressing the issues within 7 days of receiving our Letter of Acknowledgement.
5. Upon receipt of this letter if you feel that the matter has not yet been resolved you will be invited into our office to discuss the matter within 7 days of informing us that our letter in response to your complaint has not resolved the matter. If you do not want to attend a meeting or it is not possible for you to attend we shall send you a letter of proposal with our suggested solutions to this matter with the same time frame.
6. At this stage if you are still unsatisfied you can contact us again and we can arrange a review of your complaint.
7. Where appropriate in some cases we will ask another independent local solicitor to investigate your complaint and report to us.
8. Your complaint will be reviewed and we will write to you with our final position in relation to your complaint explaining our reasons.
9. The firm will endeavour to resolve any complaint within eight weeks from the date the complaint is raised. If the complaint is not resolved in this time frame or the client feels it has not been resolved to their satisfaction they may have further recourse to bring their complaint to the Legal Ombudsman.
10. If you are still not satisfied with our final position in relation to your complaint you have the right to refer your complaint to the Legal Ombudsman (an independent legal body).
11. Normally you must allow us eight weeks in which to issue our final response. You would then have six months (starting from the expiry of the eight-week period or our earlier final response) to take the matter to The Legal Ombudsman.

12. The Legal Ombudsman can investigate complaints up to six years from the date the problem happened or within three years when you find out about the problem but neither date can be before 06 October 2010.

For cases after the 1 February 2013, the Legal Ombudsman have new time limits for accepting complaints.

The Legal Ombudsman can now investigate complaints up to:

- Six years from the date of act or omission.
- Three years from when the complainant should have known about the complaint.

**Address:** Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

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

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

**Telephone:** 0300 555 0333

## **Cost Complaints**

### **Interest on Fees:**

Our Bill of Costs should be settled within 14 days of receipt. We reserve the right to charge interest on bills that are not paid within that time at 4% above the base rate subsisting at that time for National Westminster Bank.

If you are challenging the bill, then interest will incur within 14 days from the date of the agreed revised bill. If the bill is justified and it is concluded there was no merit in challenging the bill, then interest will have accrued from the date of the original bill.

### **Challenging our Bill**

If for any reason you are not satisfied with all or part of your bill, then you are more than welcome to raise this in writing with the principal of the firm from 14 days of receipt of your final bill. We will then assess our costs within 7 days of your letter and send you a revised bill based on the merits of your complaint or we may invite you to discuss the matter further in order to clarify our charges and try to reach an amicable conclusion.

If you are still not satisfied you can challenge the bill by applying for an assessment of the bill under Part III of the Solicitors Act 1974. You can also complain to the Legal Ombudsman (see above). Please note that the Legal Ombudsman may not consider a complaint about a bill if you have already applied to the court for an assessment of the bill.

Last Updated: JANUARY 2019