

COMPLAINTS PROCEDURE

Updated: February 2025

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.

We shall acknowledge your complaint in writing within two working days of the complaint being made and received by us. As part of this acknowledgement, we will let you know who will be dealing with your complaint and what will happen next.

We will record your complaint in our central register and open a file for your complaint. We will do this within two working days of us receiving the complaint.

The Principal of the firm will then commence to investigate your complaint and speak with the case handler.

You will receive a detailed letter in response to your complaint addressing the issues within 7 working days of receiving our letter.

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 working 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.

At this stage if you are still unsatisfied you can contact us again and we can arrange a review of your complaint.

Where appropriate in some cases, we will ask another independent local solicitor to investigate your complaint and report to us.

Your complaint will be reviewed, and we will write to you with our final position in relation to your complaint explaining our reasons.

The firm will endeavor 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 you feel that your complaint has not been resolved to your satisfaction, you are entitled to escalate your complaint to the Legal Ombudsman (an independent legal body).

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. The Legal Ombudsman may choose to consider complaints made after the six-month deadline.

From 1 April 2023, the time limits for referring a complaint to the Legal Ombudsman is no later than:

- one year from the date of the act or omission being complained about; or
- one year from the date when the complainant should have realised that there was cause for complaint.

Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Email: enquiries@legalombudsman.org.uk

Web: www.legalombudsman.org.uk

Telephone: 0300 555 0333

Cost Complaints and Interest on Fees

Our invoices should be settled within 14 days of the date of the invoice. 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 shall accrue 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 can raise this in writing with the Principal of the firm within 14 days of receipt of your final bill. We will then assess our costs within 7 days of receiving 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 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.

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