

COMPLAINTS PROCEDURE

We are committed to providing high quality professional legal services to all our clients. However, we recognise that there may be occasions where a client may have concerns regarding our services.

If you have any complaint about the service provided by us or you wish to complain about the bill, please, in the first instance, contact the fee earner who is handling your matter or their supervisor, whose details were given in the client care letter. The complaint will then be investigated and reported to you as soon as possible.

If the person dealing with your matter or their supervisor is not able to resolve your concerns, your complaint will be referred to the Principle of the firm.

In such cases, complaints should be sent in writing to the following address:

The Principle

Rashid and Rashid Law Firm

190 Merton High Street

South Wimbledon

London

SW19 1AX

What Happens Next:

1. Within five working days of receiving your complaint, the principle will write to you by way of acknowledgement your complaint will be recorded in our central register accordingly.
2. Your complaint will then be referred to the fee earner with a request for a report to be provided. The Principle will discuss the report with the relevant fee earner of the firm and independently review your file following a meeting with the concerned member of the firm.
3. The Principle will write to you with the firm's decision upon the complaint within twenty-eight days of receipt of your complaint or your clarification of any issues which may assist him in reaching his decision, whichever shall be the latter. If that is not possible, he will inform you why that is the case and by when a response will be delivered, if this is not possible we will provide an alternative timescale. Alternatively, we may invite you to a meeting to discuss and hopefully resolve your complaint.
4. Should you still remain dissatisfied following an investigation of the matter under this procedure feel that the matter cannot be dealt with internally, and then a complaint may be made to the Legal Ombudsman (Where you have made a complaint to us and received a final response in the previous six months).

Further information (including explanation of the time limits) may be obtained by you from the Legal Ombudsman at any time. The legal Ombudsman can be contacted PO Box 6806, Wolverhampton WF1 9WJ or on 0300 555 0333 or via website www.legalombudsman.org.uk.