



## Complaints policy

- 1 We are committed to providing a high-quality legal service.
- 2 We value feedback from clients greatly because it helps us to continually improve our service. If you do not feel that you are receiving excellent client service or that something could be improved, please do tell us about it. If we have fallen short of the high standards which we have set for ourselves then we would like the opportunity to put it right.

### **3 How do I make a complaint?**

- 3.1 You can contact us in writing (by letter, fax or email) or by telephone.
- 3.2 In the first instance, it may be helpful to contact the person dealing with your matter, who will do their best to resolve your concerns. If you do not feel able to discuss your concerns with them, please contact the person responsible for the overall supervision of your matter, who will be named in the client care letter we sent you at the beginning of your matter.
- 3.3 If you do not feel able to raise your concerns with either of these people, or you are unsatisfied with their response, please contact Bozena Kuplinska who is the Managing Director and whose contact details are:

Address: KPL Solicitors, 9 Hatch Lane, Chingford, E4 6LP

Email: [bozena@kplsolicitors.com](mailto:bozena@kplsolicitors.com)

Telephone: 0203 875 5090

- 3.4 To help us to understand your complaint, and to ensure we do not miss anything, please tell us:
- 3.4.1 your full name and contact details;
- 3.4.2 what you think we have got wrong;
- 3.4.3 how you would like your complaint to be resolved; and
- 3.4.4 your file reference number (if you have it).
- 3.5 If you require any help in making your complaint, we will try to help you.

### **4 How will you deal with my complaint?**

- 4.1 We will write to you within 5 working days acknowledging your complaint, enclosing a copy of this policy.
- 4.2 We will investigate your complaint. This will usually involve:
- 4.2.1 reviewing your complaint;
- 4.2.2 reviewing your file(s) and other relevant documents; and
- 4.2.3 liaising with the person who dealt with your matter.
- 4.3 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

- 4.4 We will update you on the progress of your complaint at appropriate times.
- 4.5 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone.
- 4.6 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 28 days of the date of our letter of acknowledgement.
- 4.7 In exceptional circumstances it may be necessary to extend these timescales but we will try to agree any variations with you first. If you remain unsatisfied after 8 weeks at the latest we will always ensure that you are reminded at that time of how to make a complaint to the Legal Ombudsman if you are eligible to do so.

## **5 What if I am not satisfied with the outcome?**

- 5.1 If you are unhappy with the outcome of our complaints handling procedure, please let us know and we will review the matter.
- 5.2 If we have not resolved your complaint within eight weeks, you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman).
- 5.3 The Legal Ombudsman's contact details are:
  - 5.3.1 Address: PO Box 6806, Wolverhampton, WV1 9WJ;
  - 5.3.2 Telephone: 0300 555 0333;
  - 5.3.3 Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk); and
  - 5.3.4 Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).
- 5.4 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, or within six years of the act or omission you are complaining about (or if outside of this period, within three years of when you should reasonably have been aware of it). Generally, the Legal Ombudsman deals with complaints relating to acts or omissions that happened after 5 October 2010. Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).
- 5.5 Please note that the Ombudsman are there to deal with concerns about the level of service received. Where there are more serious concerns that a solicitor or solicitor's firm have been involved in professional misconduct then reports can also be made to the Solicitors Regulation Authority, the regulator of solicitors and solicitor firms. This could be for quite unusual and serious acts of misconduct such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Obviously we do not anticipate any such problems arising and would ask that you notify the matter supervisor straight away if you have any such concerns. You can find out more about the Solicitors Regulation Authority including their contact details and professional conduct rules on their website: [www.sra.org.uk](http://www.sra.org.uk)

- 5.6 Alternative dispute resolution (ADR) bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.
- 5.7 If we are unable to resolve your complaint, and it relates to a contract we entered into online or by other electronic means, you may also be able to submit your complaint to an approved alternative dispute resolution provider in the UK via the EU 'ODR platform'.
- 5.7.1 The ODR platform is an interactive website offering a single point of entry for disputes between consumers and traders relating to online contracts. The ODR platform is available to consumer clients only, ie where you have instructed us for purposes outside your trade, business, craft or profession.
- 5.7.2 The website address for the ODR platform is: <http://ec.europa.eu/odr>.

## **6 What will it cost?**

- 6.1 We will not charge you for handling your complaint.
- 6.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. This is explained in our Terms of Business.
- 6.3 The Legal Ombudsman service is free of charge.
- 6.4 The ODR platform itself is free to use, but the ADR entity to which the complaint is transmitted may charge for its service. The ADR entity is responsible for informing all parties of the cost of its dispute resolution procedure.