



## **Complaints Policy**

Obaseki Solicitors is committed to providing high quality legal service and advice to our clients. When something goes wrong, we need our clients to tell us about it. This will help improve our standards. Whenever possible, please raise any initial problems with the Solicitor/Fee Earner handling your matter to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way. If you are unhappy about any aspect of the service you have received, or about the bill, please contact us at [info@obasekisolicitors.com](mailto:info@obasekisolicitors.com) or by post to our address at 27 Bentley Road, Dalston, N1 4BY

## **Complaints Handling Procedure**

If you do have a complaint, please contact us as mentioned in our complaints policy. We will attempt to resolve the issue immediately. Where this is not possible, your complaint will be recorded and progressed.

Upon receipt of your complaint, the following steps will be taken:

1. We will aim to send you a letter acknowledging receipt of your complaint within three working days on receipt, enclosing a copy of this procedure.
2. In some circumstances we may request that you explain your concerns in further detail.
3. We will then Investigate your complaint. This will involve passing your complaint to our client care manager, Jennifer Obaseki who will review your file and speak with the member(s) of staff handling your matter. If your complaint is about Jennifer Obaseki, we will appoint a different partner to handle your complaint.
4. We will send you a detailed written response to your complaint, including our suggestions for resolving the matter, within fifteen working days of sending you the acknowledgement letter.
5. At this stage, if you are still unsatisfied, you should contact us again to request a review. We will then invite you to a meeting to discuss and hopefully resolving your complaint. We will do this within ten working days of receiving you request.
6. Within three working days of any meeting, we will write to conform what took place and any solutions which we have agreed with you.
7. If you do not wish to have a meeting, or it is not possible to arrange one, we will consider any further issues you have raised and will reply to you within five working days of receiving your request for a review, confirming the final position on your complaint, and explaining our reasons.
8. Should we need to change any of the timescales above, we will let you know and explain why.



9. We would always expect to have dealt with your complaint within eight weeks of your first drawing the matter to our attention. If for any reason we are unable to resolve your complaint within that timeframe then, you may complain to the Legal Ombudsman (PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333, website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)). The Legal Ombudsman will expect you to have given your lawyer a chance to resolve your complaint before it will get involved. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us and within six years from the date of the act or omission about which you are complaining, or three years from the date you should reasonably have known there were grounds for complaint.
10. Please note the matter will be treated as resolved if there is no follow up from you within three months of any letter of substantive response.
11. You will not be charged for any costs we incur in investigating your complaint.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority, and can contact them here:

Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN or DX 720293 BIRMINGHAM 47

Or visit: [www.sra.org.uk](http://www.sra.org.uk)