

# COMPLAINT PROCEDURE

## Introduction

If you are not satisfied or if there were any issue of dissatisfaction about any of the service you have received from IEC Solicitors (including any members of the staff) we consider these with seriousness and will ensure that we respond promptly to any of the complaint.

IEC Solicitors is committed to providing a professional, efficient and courteous service to all our clients. If you feel that in your assessment, we have failed to provide you an acceptable standard of service we consider to provide or alternatively what you expected us to provide, you may tell us of your dissatisfaction. While we take any complaint from our client seriously, we also regard it as an opportunity for us to monitor and improve our quality of service. We will investigate your concerns objectively and try to find a solution to the same.

## What To Do If You Have A Complaint About The Service We Have Provided

If you are not happy with the services or reply provided by the person normally dealing with your case you can refer the matter to the Principal Solicitor. The name of the Supervising Solicitor is Dr. Juliet D'Souza who is also the Complaint Officer of the Firm IEC Solicitors. The Complaint Officer can be contacted through letter (addressed to our firm address) or through email addressed to [info@iecsolicitors.co.uk](mailto:info@iecsolicitors.co.uk). In case of any emergency, you may even contact the Complaint Officer on telephone 02088302784 or even on her mobile 07956625858.

The Supervising Solicitor will consider your complaint and carry out appropriate investigation and will provide a proposed solution within ten business days. If the matter is complex and it is likely to take longer for the Complaint Officer to deal with your complaint; she will contact you within ten business days to give you an approximate timescale of when you can expect a response. If require, she will even request for a meeting with the Complainant at a mutually convenient time and date.

If, following investigation by the Complaint Officer, you still remain dissatisfied with the response then you may escalate the matter to The Legal Ombudsman and how you need to proceed further is be referred below.

## Referral To The Legal Ombudsman

If you are not satisfied with the final response of our Complaint Officer, you may refer your complaint to the Legal Ombudsman (LeO). The LeO expects complaints to be made to them within six years from the date of the act/omission about which you are concerned, or three years from when you should have known about the complaint. The Legal Ombudsman will usually only consider a complaint if our internal complaints procedure has been exhausted within the last six months.

The Legal Ombudsman's contact details are as follows:

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Telephone: 0300 555 0333

From overseas: +44 121 245 3050

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

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