
This Complaints Handling Procedure tells you how we will deal with your complaint and how long it is likely to take. It also provides important information about what you can do if you are not happy with the way in which we are dealing with your complaint, or about our final decision. Our Complaints Policy contains further information about what you can expect from us when you make a complaint.

Designated Complaints Handler

If you have any concerns about our service, our work, or our charges, you should discuss these first with the individual who has day-to-day control of your matter.

If this person cannot satisfactorily address your concerns and you wish to make a complaint, please contact our Designated Complaints Handler, Mr Yahya Laher. A complaint is defined as ‘any expression of dissatisfaction’.

If Mr Laher is unavailable, you will be directed to Mrs Ruth Atkinson, who will direct you to the person who will work with you so that your issue can be resolved as quickly as possible.

We have eight weeks to resolve your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

In the first instance, you can contact us in the following ways –

Write to us at:

Sovereign Solicitors Limited

No 10 Parkview Court

St Paul’s Road

Shipleigh

BD18 3DZ

Or send an Email to info@sovereignsolicitors.co.uk

Or telephone us on 01274 809 696

Step One: Acknowledging and Handling your Complaint

We will send you an acknowledgement letter within two days of receiving your complaint. Your complaint will be recorded in our Complaints Register and a separate file will be opened in which we will store any correspondence and other documents relating to your complaint.

Please note that you will never be charged by us for handling your complaint.

Step Two: Investigating your Complaint

We will aim to review your file(s) and any other relevant documentation as soon as possible and send you a letter telling you how we propose to deal with your complaint. Examples of what we might say in this letter are as follows:

- If your complaint is straightforward we might make suggestions as to how we can put things right or we may offer you some form of redress;
- If your complaint is more complicated we might ask you to confirm, explain or clarify any issues;
- We may ask to meet with you to discuss things face-to-face and we would hope to be in a position to meet with you no longer than fourteen working days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write to you fully setting out our views on the situation and making suggestions as to how we can put things right, or asking you to confirm, explain or clarify any issues. Within three working days of any meeting, we will write to you again to confirm what took place and to confirm any offer of redress that we have made.

Whichever form our investigation takes, we will aim to give you our final decision within eight weeks of receiving your complaint (or sooner if possible).

Step Three: Appealing against our Final Decision

If you are not satisfied with our final decision, please let us know and we will review our decision again. We will let you know the result of any appeal within five working days of receiving your appeal.

Step Four: The Legal Ombudsman

If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint provided you do so within six months of the end of our Internal Complaints Handling Procedure.

Legal Ombudsman Contact Details

Address: PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

In addition, there are time limits relating to the date you first became aware or should have become aware of the problem.

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 about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). These time limits may only be extended by the Legal Ombudsman in exceptional circumstances.

Ordinarily, you cannot use the Legal Ombudsman unless you have first attempted to resolve your complaint using our internal Complaints Handling procedure, but you will be able to contact the Legal Ombudsman if:

- The complaint has not been resolved to your satisfaction within eight weeks of first making the complaint to us; or
- The Legal Ombudsman decides that there are exceptional reasons why the Legal Ombudsman should consider your complaint sooner, or without you having to use our internal Complaints Handling Procedure first; or
- The Legal Ombudsman considers that your complaint cannot be resolved using our internal Complaints Handling Procedure because the relationship between you and us has broken down irretrievably.

If you wish to make a complaint to the Legal Ombudsman you must be one of the following:

- An individual;
- A micro-enterprise as defined in European Recommendation 2003/361/EC of 6 May 2003 (broadly, an enterprise with fewer than 10 staff and a turnover or balance sheet value not exceeding €2 million);
- A charity with an annual income less than £1 million;
- A club, association or society with an annual income less than £1 million;
- A trustee of a trust with a net asset value less than £1 million; or
- A personal representative or the residuary beneficiaries of an estate where a person with a complaint died before referring it to the Legal Ombudsman.

If you are not, you should be aware that you can only obtain redress by using our Complaints Handling Procedure or by mediation or arbitration, or by taking action through the Courts.

Step Five: Alternative Dispute Resolution

If we are unable to resolve your complaint to your satisfaction, you are also able to make use of an alternative complaint body such as Click2Mediate (ProMediate UK Limited) which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We agree to use Click2Mediate only if we are unable to resolve your complaint and further details about this Alternative Dispute Resolution provider will be provided to you at the end of our first-tier complaints process if required.

Contact details for Click2Mediate can be found at <http://www.promediate.co.uk/professionals-complaints/consumer-guidance/>