

Complaints Handling Procedure

1. Introduction

1.1 We are authorised and regulated by the Solicitors Regulation Authority (SRA). We are committed to providing high-quality legal advice and client care and aim to offer all our clients the best services. We always seek to continuously improve the service we offer and learn from any of our mistakes if occur.

1.2 However, if our client would like to discuss how the service to them could be improved or you are dissatisfied with any other aspect of the advice or service we provided. We invite our clients to tell us so that we may try to resolve the matter fairly, effectively and promptly when it allows.

1.3 Clients may use the procedure below to raise a concern about the advice or service we provided or issue regarding our fees or an invoice we delivered.

2. Procedure

2.1. The person who is responsible for complaints handling is as follows:

Jeffrey Lam
Practice Manager
020 3923 9188
Info@alsternsolicitors.co.uk
Level 30, 40 Bank Street, London, E14 5NR

2.2. Concerns should be raised with the complaints handling a person in the first instance. They will acknowledge the complaint, investigate your concerns, and provide a written response within 5 days. They will be able to resolve most matters quickly and effectively.

2.3. If the complaints handling person is unable to resolve a particular issue. However, you may escalate the matter to the relevant practice area leader. The practice area leader will acknowledge the complaint and will raise any question that is unclear or invite you to suggest an appropriate remedy if you have not done so.

2.4. The practice area leader will investigate the complaint in whatever they consider is necessary and appropriate in regard to the issues raised. The investigation will involve speaking to the supervising partner and the responsible fee earners and examining the files or others that is relevant to issue. The practice area leader will response you by email within 7 days of the complaints and may invite you to have a meeting if necessary. If the client does not want to or is unable to attend such a meeting, we will send the details of the complaint, the view of matter and suggestion by email.

2.5. If the client is satisfied with our response following above procedure, that will be the end of matters. However, if the client is not satisfied, they will be invited to contract our

complaints handling team again, they will arrange for another senior member of staff who is not connected with the matter to review the decision. They will write to the client by email within 14 days of receiving the request and confirm the company's final decision and action in relation to the complaint, outlining the reasons and any final redress that is offered.

2.6. if you are not satisfied with the final decision, please contact the complaint handling team to explain why you remain dissatisfied and explain why you are unhappy with the final decision. The complaint handling team will then write to you setting out the company's final position with regard to the complaint. In the final response, letter will tell you about the Legal Ombudsman Scheme and the contact details how you should wish to pursue the matter further.

3. Legal Ombudsman

3.1. If having exhausted our own internal complaints handling procedure as describe above you are still not satisfied with our final written response to your complaint or with the manner in which we handled your complaint, you may ask the Legal Ombudsman to consider the matter.

3.2 The legal Ombudsman can be contacted by post (Legal Ombudsman, PO Box 6806. Wolverhampton WV1 9WJ), email (enquiries@legalombudsman.org.uk) or contact number (0300 555 0333).

4. Solicitors Regulation Authority

4.1. If you think a solicitor that might be dishonest or you have concerns about their ethics or integrity, you have the right to notify our regulator, The Solicitor Regulation Authority (SRA). For further information about the SRA complaint, please contact the SRA or visit: <https://www.sra.org.uk/consumers/problems/report-solicitor>

5. Further Information

5.1. For further information about our complaint handling procedures, please do not hesitate to contact us (Tel: 0203 923 9188), (Email: info@alsternsolicitors.co.uk), or by post to Alstern Solicitors, Level 30, 40 Bank Street, London, E14 5NR

Alstern Solicitors Ltd

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