

## **Our Complaints Procedures**

We are committed to providing high-quality legal services to all 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 complaints with the person acting on your case, to give

Allow us to resolve matters with you. Should this not resolve the issue, then we kindly

ask you to take the following steps by contacting our complaints handler, Mr Adam Libah, as follows:

**By post to: Adam Libah Solicitors, 12-18 Theobalds Road, London, WC1X 8PL Telephone: (0)20 73055065**

**Email:** [info@adamlibah.com](mailto:info@adamlibah.com)

If the complaint is about the person with overall responsibility for complaints, the complaint will be passed to the next person of seniority within the organisation who will carry out the steps above.

1. Our complaints handler will acknowledge receipt of your complaint within three days of receiving it.
2. They will then review your concerns and hopefully resolve your complaint within 14 days.
3. Within 21 days, you will receive a reply to your complaint and details, including the Suggestions for resolving the matter.
4. At this stage, if you are still not satisfied, you should contact us again, and we will arrange for an independent person to review our decision.
5. We will write to you within 14 days of receiving your request for a review, confirming Our final position on your complaint and the reasons.

If you are still not satisfied, you can then ask the Legal Ombudsman to consider the complaint, who can be contacted as follows:

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, please inform us immediately so we can do our best to resolve the issue. In the first instance, it may be helpful to contact the individual who is working on your case to discuss any concerns, and we will do our best to resolve any issues at this stage.

If we are unable to resolve the complaint with you, you can have it independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems with poor service from lawyers.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should have realised that there was cause for complaint;

**and**

- Within six months of receiving a final response to your complaint.

If you would like more information about the Legal Ombudsman, please contact them:

Contact details:

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

**Call 0300 555 0333 between 10 am and 4 pm.**

**Relay UK: 18001 0300 555 0333**

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

**Legal Ombudsman PO BOX 6167, Slough, SL1 0EH**

If your complaint is in relation to our behaviour or conduct, we kindly ask you to follow steps 1 to 5

within this procedure, and if you are still not satisfied, then you can contact the Solicitors Regulation Authority (SRA), where they provide information about how to raise a complaint:

**[www.sra.org.uk/consumers/problems/report-solicitor/](http://www.sra.org.uk/consumers/problems/report-solicitor/).**

We hope to resolve matters between ourselves and avoid this becoming necessary. If

If we have to change any of the above timescales, we will let you know and explain why.