

Reliable Law Services Quality Procedure – Lexcel Accreditation			
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QP1	Complaint Procedure	v1	04/2022
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We are committed to providing high quality legal advice and client care.

However, if at any point you become unhappy or concerned about the service provided, please inform us immediately so that we can do our best to resolve the problem.

Have you got a complaint against Reliable Law Services?

We hope that you will never have reason to complain about our service to you, however, if something does go wrong, please bring it to our attention as soon as you can. We will try to resolve the matter fairly and quickly. We will apologise if need be and do our best to offer a practical solution. The firm's Complaints Manager is Kam Gunnoo who is responsible for this procedure.

A preliminary point

We are entitled to reasonably refuse requests for legal assistance and representation. Refusals must not be based on age, disability, gender, religion, sex orientation or another personal characteristic. Reasonable reasons to refuse to provide a service include that we are too busy, that the client is unable to fund the work required, that the matter is outside our expertise and that the case is too difficult or complex.

We will have provided you with the reason why we cannot assist you when responding to your request for assistance. If you are unhappy with our response, you may wish first to contact the lawyer who reviewed your enquiry. However, if you are not comfortable speaking to that lawyer, you can also ask to speak to their supervisor or the Complaints Manager, Kam Gunnoo.

How do I complain?

We much prefer that substantial or complicated complaints are dealt with in writing – we do not have any set forms that we use for this purpose. However, we realise that not all individuals may be able to formulate a detailed letter. In such cases, a telephone call will do, during which we will make a note of the issues and then send that to you for comment. This document will then form the basis of the complaint.

Who do I complain to?

If you are unhappy about any aspect of the service you have received, please contact me on 07949573340 or kam@reliablelawservices.org.uk or by post to our Head Office at Complaints, Reliable Law Services, 76A Katherine Drive, Dunstable LU5 4NU.

What will happen next?

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

1. Within a couple of days of receiving your complaint I will send you a letter acknowledging your complaint and asking you to confirm or explain the details. I may suggest that we meet to clarify any details.
2. I will then record your complaint in our central register and open a file for your complaint and investigate your complaint accordingly.
3. I will then send you my detailed reply within 21 days of sending you the Acknowledgment Letter.
4. Within three working days of the meeting, I will write to you to confirm what took place and any solutions I have agreed with you. In appropriate cases I could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, you can contact the Legal Ombudsman, about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should email the Legal Ombudsman or call 0300 555 0333 or at:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Legal Ombudsman’s time limits

Please see the Ombudsman’s website: www.legalombudsman.org.uk

The Ombudsman will allow us a period of 8 weeks to resolve your complaint. The Ombudsman asks that you come to it as soon as you can and must do so within 6 months of your last contact with us. If the Ombudsman considers there are exceptional reasons to consider a complaint sooner or there is an irretrievable breakdown in the relationship, the Ombudsman may accept a complaint sooner.

- **one year from the date of the act or omission being complained about; or**
- **one year from the date when the complainant should have realised that there was cause for complaint.**

The Legal Ombudsman can increase any time limit in exceptional circumstances e.g. if there is serious illness.

You can ask the Legal Ombudsman to become involved at the end our internal complaints procedure, if you are unhappy with the outcome. The Legal Ombudsman has a helpline if

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you need to speak to them about how to make a complaint. Calls are charged at a local rate and will be recorded. There is no charge for the Ombudsman’s services.

The Legal Ombudsman address is PO Box 6167, Slough SL1 0EH. Their email address is enquiries@legalombudsman.org.uk and their website address is <http://www.legalombudsman.org.uk/>.

Other points to note

Complaints regarding a data subject request under Data Protection Legislation are dealt with in accordance with this policy.

Complaints about staff other than Solicitors can also be made to the Complaints Manager.

The Solicitors Regulation Authority (SRA) can help you if you are concerned about our behaviour and that it may be in breach of the SRA’s Code of Conduct. You can find information on how and when to raise a concern with the SRA on the SRA website.

Solicitors Regulation Authority (SRA) will investigate free of charge, any allegations of misconduct made against solicitors or law firms. **If the Legal Ombudsman thinks your case involves a breach of our Principles, they will refer your case to us.**

SRA Contact centre
The Cube
199 Wharfside Street
Birmingham
B1 1RN
DX 720293 BIRMINGHAM 47
0370 606 2555
Email: contactcentre@sra.org.uk

Alternative Dispute Resolution (ADR) bodies (such as Dispute Resolution Ombudsman Limited; Address: Premier House, 1st Floor, 1-5 Argyle Way, Stevenage, SG1 2AD, United Kingdom; Tel: 03332413209;

Email: info@disputeresolutionombudsman.org;

Website: <http://www.disputeresolutionombudsman.org> exist which are competent to deal with complaints about legal services should both you and our firm wish to use such as scheme.

Please note that currently we do not engage in ADR as we believe the complaint investigation services offered by CILEx Regulation and the Legal Ombudsman are more appropriate’.

Refer to SRA:

<https://www.sra.org.uk/consumers/problems/report-solicitor/investigating-concerns/>

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A copy of our Complaint Policy can be found on our website at:
<https://reliablelawservices.org.uk/wp-content/uploads/2019/06/Complaint-Procedure.pdf>

Complaints about a client’s rights under the General Data Protection Regulation must be submitted to the Information Commissioner’s Office – www.ico.org.uk.

Any disputes or legal issue arising from our Client Care and Terms of Business will be determined by the law of England & Wales and considered exclusively by the English & Welsh courts.