

## **STRAND SOLICITORS**

### **Complaints Procedure**

Strand Solicitors is committed to providing a professional, efficient and courteous service to all its clients. If you feel that we have failed to achieve an acceptable standard of service, we want you to tell us and appreciate open dialogue and communication. We regard it as an opportunity to monitor and improve our quality of service. We will investigate your concerns objectively and try to generate a positive and speedy solution.

What to do if you have any concerns or complaint about our service:

If there is cause for any concerns or complaint, we request that you initially raise this with **Arjumand Sheikh** by **telephone 020 3393 3009**. We would welcome the opportunity to discuss this with you. We will seek to resolve your concern for you in the first instance if possible.

If you are not satisfied with our initial response, you may raise your complaint in writing by **email** to [Arjumand@strandsolicitors.co.uk](mailto:Arjumand@strandsolicitors.co.uk) or addressed to:

**Arjumand Sheikh, Principal Solicitor**

**Strand Solicitors 218 Strand, Strand, London, WC2R 1AT**

Arjumand Sheikh will ensure that your complaint about the service provided by Strand Solicitors is carefully examined and resolved as quickly as possible.

### **Our Complaints Procedure**

We will consider your written complaint and carry out an investigation and will provide a proposed solution within ten business days. If the matter is complex and it takes longer to deal with your complaint, we will contact you within ten business days to give you an approximate timescale of when you can expect a response. If we believe it would be helpful, we may suggest a meeting.

If, following our investigation, you remain dissatisfied with the response then we ask that you discuss your dissatisfaction with Arjumand Sheikh.

If there are any circumstances which make it difficult for you to make a complaint in writing, please call Arjumand Sheikh on 020 3393 3009 and we will do all we can to assist you and to seek to resolve your complaint.

## **Referral to The Legal Ombudsman**

If you are still not satisfied with the final response from Arjumand Sheikh 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:

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)

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

## **The Solicitors Regulation Authority ('SRA')**

Should you still need to complain to the SRA, you may click on the below link to the SRA's website which explains how and when a complaint can be made to the SRA.

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

For guidance on the complaints process, you may call the SRA's contact centre. The SRA cannot provide advice about your issue, however they can point you in the right direction.

The SRA's contact centre's details are as follows:

Telephone: 0370 606 2555

Email: [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk)

The Cube

199 Wharfside Street

Birmingham, B1 1RN

DX: 720293 BIRMINGHAM 47