

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. 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 these with **Arjumand Sheikh** by **telephone 020 3393 3009** initially. We would welcome the opportunity to discuss these with you. We will seek to resolve your concerns 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 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 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.

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

Website: www.legalombudsman.org.uk

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ