

COMPLAINTS HANDLING PROCEDURE

We are confident of providing a high quality legal service to our clients. However, if you have any queries or concerns about work undertaken for you or about an invoice, please raise them in the first instance with the fee-earner who is handling your matter. If you cannot resolve matters on an informal basis with the fee earner, please speak to the Supervising Partner, Mr Randeep Jandu. Mr Jandu can be contacted at rjandu@stradbrooms.com.

It is important that you raise any concerns with us immediately. We value our clients and would like to know if you have reason to be unhappy with us.

If initial informal discussions fail to solve the problem, you should address your concerns by way of a formal complaint in writing to Mr Jandu, who will then provide his written response within 8 weeks.

We always aim to handle any complaint fairly and effectively. In the event that you do not feel, at the conclusion of our complaints handling procedure and after you have received the formal written response to your letter of complaint from Mr Jandu, that we have addressed your complaint to your satisfaction, if you are an individual, a small business (“micro-enterprise”), a personal representative of an estate, a residuary beneficiary of an estate, a charity/club with an annual income net of tax of less than £1million or a trustee of a trust with an asset value of less than £1million, you may have a right to refer your complaint to the Legal Ombudsman, who can be contacted on their helpline, 0300 555 0333 if calling within the UK, +44 121 245 3050 if calling from overseas, via email at enquiries@legalombudsman.org.uk or in writing to their address at Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.

If your complaint relates to an invoice, you may also have a right to object to the invoice by applying to the court for an assessment of the invoice under Part III of the Solicitors Act 1974. We must advise you that if all or part of an invoice remains unpaid we are entitled to charge interest.

The Scheme Rules regarding raising a complaint with the Legal Ombudsman can be found at (as amended from time to time)-
<https://www.legalombudsman.org.uk/media/oughytel/scheme-rules-april-23-final.pdf>

Ordinarily, the complainant must refer the complaint to the Legal Ombudsman no later than:

- one year from the act/omission; or
- one year from when the complainant should reasonably have known there was cause for complaint.

If you have any concerns about any misconduct or breach of the SRA Rules by this firm, you can also report the matter to our regulatory body, the Solicitors Regulation Authority. Their details are:

Solicitors Regulation Authority
The Cube, 199 Wharfside Street
Birmingham, B1 1RN
T: 0370 606 2555