

SANDHU & SHAH COMPLAINTS PROCEDURE

Sandhu & Shah are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us sort out any mistakes or misunderstandings, and to improve our standards.

If you have a complaint, please write to us with details

What will happen next?

1. We will acknowledge your complaint in writing within three working days of receiving it.
2. We will then investigate your complaint. This will normally involve our complaints partner reviewing your file and speaking to the member of staff who acted for you.
3. Within fourteen days of sending you the acknowledgment letter our complaints partner will invite you to a meeting to discuss and resolve your complaint. If you do not want a meeting or it is not possible, our complaints partner may instead offer you a chance to discuss the matter by telephone.
4. Within three days of the meeting, or any telephone conversation we have with you instead of a meeting, our complaints partner will write to you to confirm what took place and any solutions we have agreed with you.
5. In any case, he will send you a detailed written reply to your complaint, including his suggestions for resolving the matter within 21 days of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.
6. If you are still not satisfied, you can contact the Legal Ombudsman, **PO Box 6167, Slough, SL1 0EH** 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 contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk. Note that the Legal Ombudsman service cannot be used by business or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.