

SLIG LAW Complaints Procedure

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

Initial concerns

In most cases, an informal chat with the lawyer responsible for your matter will resolve your concerns.

If it does not, you can formalise your complaint or speak to someone other than the lawyer responsible for your matter. Our Complaints Manager Alessandro Gaglione can record everything you are unhappy about and recommend the best solution for you. You can contact him at alessandro@sliglaw.com.

What we need to know

To deal with your complaint correctly, it would be helpful when contacting us if you could provide the following information:

- Your name, contact details and preferred contact method
- File reference number
- Details of your concerns
- How you would like us to put things right.

What will happen next?

1. If you telephone us, we will endeavour to resolve the issue in that call.
2. If you email or write to us, or if your complaint cannot be resolved in a phone call, we will acknowledge receipt of your complaint in writing within two days of receiving it.
3. We will then investigate your complaint. This will normally involve our Complaints Manager reviewing your file and speaking to the member of staff who acted for you.

4. Within 14 days of sending you the acknowledgement letter our Complaints Manager will invite you to a meeting to discuss and resolve your complaint. You may choose to have an in-person or telephonic meeting.
5. Within seven days of the meeting, our Complaints Manager will write to you to confirm what took place and any solutions we have agreed with you.
6. 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.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the first decision.
8. We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasoning.
9. If we have to change any of these timescales, we will let you know, explain why and seek your agreement before proceeding.

10. What to do if we cannot resolve your complaint

10.1 We have eight weeks to consider your complaint. If we have not resolved it within this time, you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman). The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.

10.2 Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

10.2.1 within six months of receiving our final response to your complaint;
and

10.2.2 no more than one year from the date of act/omission; or when you should reasonably have known there was cause for complaint.

10.3 If you would like more information about the Legal Ombudsman, please contact them:

Visit: www.legalombudsman.org.uk

Email: enquiries@legalombudsman.org.uk

Telephone: 0300 555 0333

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

What will it cost?

We will not charge you for handling your complaint. The Legal Ombudsman service is free of charge.

11. If your unresolved complaint relates to an insurance policy covering your case, you may contact the Financial Ombudsman Service:

- Phone: 0800 023 4567
- Online complaint forms available via their website:
Post: Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London. E14 9SR.

12. If a complaint cannot be resolved, you may also be able to ask for it to be referred to a process of alternative dispute resolution using a certified provider. We are not required to agree to such a request. In any case this is not available to businesses, only consumers. We will give you more information about that right if it becomes relevant.