

## Concerns and Complaints

We aim to provide the highest standards of service to our clients and to operate our business to the same high professional standards.

It is important that clients immediately raise any concerns they may have with us. We value our clients and would not wish to think there is any reason for them to be unhappy with us.

We want you to raise any concern as soon as it may arise, so it can be thoroughly investigated, and any necessary action taken to resolve it to your satisfaction.

### Complaints procedure for clients

In the first instance, please raise any concerns with the person responsible for the day-to-day conduct of the matter. Please provide us with full details of your concerns either in writing, on the telephone or, if you would prefer, at a meeting.

We will do all we can to resolve the matter to your satisfaction. If we do not, you may make a complaint either to Mr Chris Kallis or Mr Abraham Kallis. Please provide us with full details of your complaint either in writing, on the telephone or, if you would prefer, at a meeting.

We will acknowledge your complaint within three working days and provide a substantive response within 14 working days. We may ask to meet with you if it appears that this may help to resolve your concerns.

We will do our best to:

- investigate your concerns thoroughly;
- keep you informed of the progress and the outcome of our investigation; and
- ensure that any necessary remedial action is taken as quickly as possible.

We will keep a record of the complaint and our investigation. You may be asked to confirm in writing whether the complaint has been satisfactorily resolved.

## Legal Ombudsman

You may wish to contact the Legal Ombudsman. They will look at your complaint independently, and it will not affect how we handle your case.

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

- within six months of receiving a final response to your complaint; and
- no more than six years from the date of act/omission; or
- no more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Address: PO Box 6806, Wolverhampton, WV1 9WJ

Phone: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

## ***Solicitors Regulation Authority***

The Solicitors Regulation Authority can help if you are concerned about our behaviour.

Visit their website to see how you can raise your concerns with them: [www.sra.org.uk/consumers/problems/report-solicitor/](http://www.sra.org.uk/consumers/problems/report-solicitor/)

Address: The Cube, 199 Wharfside Street, Birmingham B1 1RN

Phone: 0870 606 2555

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