

Complaints Procedure

Introduction

If you are dissatisfied with our service, you have the right to complain.

At all times, we aim to provide a high standard of professional service but if you feel that this was not the case, we want to know so that we can do our best to resolve the problem.

During our complaint's procedure, we aim to:

- a. Listen to your concerns and gather the information to help us improve in the future
- b. Provide you with a prompt response and our assurance that the matter is being reviewed.
- c. make sure all complaints are investigated fairly and in a timely manner;
- d. make sure that all options are considered and explored when resolving your complaints so that the matter can be resolved amicably.

What to do if you have a complaint

Stage 1 – Please discuss your concerns with the lawyer who has the day to day conduct of your matter and explain the nature of the problem. If you prefer to report the matter directly to the Supervisor of the Department, please email the Head of Department / Supervisor – **Ewa Fisher** e: ewa@fisherwright.com.

Stage 2 – We will acknowledge your complaint within 5 working days in writing. In this letter we will confirm the name of the person who will be dealing your complaint, and confirm what will happen next, we may also ask you to confirm or provide further details.

Stage 3 – We will investigate your concerns by seeking information from the documents on the file and from anyone else who may be involved and will contact you with a proposal for resolution. We may propose to hold a short meeting to discuss your concerns and work towards acceptable solution. Following that discussion, we will write to you to confirm what was discussed and propose our suggested resolution to the complaint. If you do not want to discuss the matter with us or it is not possible to meet with you, we will send you a detailed reply to your complaint in writing.

Useful Information:

All our complaints are reported and recorded in our Central Register.

The contact details for our Firm's complaints handler are as follows:

Ewa Fisher – Principal Solicitor / Head of Family Department

e: ewa@fisherwright.com

FisherWright Solicitors, 71-75 Uxbridge Road, London, W5 5SL

Alternatively, you may call our switchboard on 02087190101 and ask for to be put through to Ms Fisher to discuss your complaint. If Ms Fisher is not available to speak to you right away, please arrange a free of charge consultation at your convenient time with our reception.

Timescales and summary:

1. We are permitted a period of 8 weeks to try to resolve your complaint and put things right.
2. If it is impossible to resolve the problem between us within the prescribed time, you can ask the Legal Ombudsman to consider your complaint. From 1 April 2023, the time limits for referring a complaint to LeO are no later than one year from the date: of the act or omission being complained about; or, when the complainant should have realised that there was cause for complaint.

The contact details for Legal Ombudsman are as follows:

Legal Ombudsman

PO Box 6167, Slough, SL1 0EH,

t: 0300 555 0333

e: enquiries@legalombudsman.org.uk

You should contact the Ombudsman no later than six months after receiving our final response to the complaint. Before accepting a complaint for investigation the Legal Ombudsman will usually check that you have tried to resolve your complaint with us first and that the complaint falls within their jurisdiction as set out in their scheme rules.

If you would like more information about the Legal Ombudsman, please contact them or visit their website <https://www.legalombudsman.org.uk/>.

Complaining to Solicitors Regulation Authority (SRA)

If your concern is about professional misconduct, such as dishonesty or discrimination, rather than the way in which we have provided a service, please do discuss this with us, by contacting the risk and compliance manager using the above contact details.

We take any such allegation seriously and would welcome the opportunity to discuss this with you. If we are unable to resolve your misconduct concerns, you are entitled to refer the matter to the Solicitors Regulation Authority.

Visit the SRA's website at <https://www.sra.org.uk/consumers/problems/report-solicitor.page> for details of how to submit a report.