

## **What to do if you would like to raise a concern or make a complaint**

Our firm is committed to high quality legal advice and client care and we want to give you the best possible service. However, if at any point you become unhappy or concerned about the service you have received or If you have cause for dissatisfaction or complaint, then you should inform us immediately, so that we can do our best to resolve the problem.

No matter how big or small your concern is, please make it known to us as this the only way we can resolve a concern or complaint to your satisfaction and continue to improve our services. It is best that you notify us of your concern or complaint in writing in order that we can keep a record of this and ensure we seek to provide the best outcome for you.

In the first instance it may be more appropriate and helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. They will liaise where appropriate with the partner with overall responsibility for the department, whose name will have been notified to you in the client care letter/letter of instructions, and they will try to resolve it with you.

If you feel that this will not help and you wish to escalate your concerns to a senior member of staff, please contact the head of the firm, Mr Cemal Turk on the details below.

Email: [cemal@thelondonsolicitors.co.uk](mailto:cemal@thelondonsolicitors.co.uk)

Telephone: **0208 808 1285 between 09:00 and 17:00**

Address: **North London:  
Unit 3 Fountayne Business Centre  
Broad Lane  
Tottenham, London  
N15 4AG**

**South London:  
4 Footscray Road  
Eltham  
SE9 2TW**

You should mark any letters of complaint for the attention of Mr Cemal Turk. Please also ensure you provide your full contact details such as your name, number, address and file reference where you have this. Without a file reference, it is likely take more time to establish what matter your complaint relates to and may cause a delay in our response.

The complaint will be investigated by Mr Cemal Turk and he will aim to resolve the issue within six weeks from the date of the complaint or sooner depending on the nature and urgency of the concerns raised. There may be times where we require further time to investigate and if this is required, we will contact you and keep you updated on the progress of our investigation where appropriate.

### **Making a complaint will not affect how we handle your case.**

If you would like to make a formal complaint, you can read more about our services and full complaints procedure in the client care letter we sent to you at the start of your matter or request a further copy.

It is hoped that the complaint and concerns will be adequately addressed but if we cannot you resolve it to your satisfaction you have further options.

### **What to do if we cannot resolve your complaint**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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:

- 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 contact them. Contact details:

Website: [\*\*www.legalombudsman.org.uk\*\*](http://www.legalombudsman.org.uk)

Telephone: **0300 555 0333 between 09.00 to 17.00**

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

Address: **Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ**

*Note: The details above may change at the discretion of the service provider and we will try to ensure that the most up to date details are available but you may also check this online yourself*

### **What to do if you are unhappy with our behaviour**

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

This could be for things like:

- Dishonesty
- Taking or losing your money
- Treating you unfairly because of your age, your race or religion, a disability or other characteristic.

The above is not a complete list and so if you do feel like there is something that we cannot help you with, then you may wish to contact them to establish whether or not you can make a complaint to them.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).