

Complaints Handling Procedure

At Addison & Khan Solicitors, we are committed to providing high-quality legal advice and client care. We aim to deliver an efficient and effective service at all times.

However, if you would like to discuss how our service could be improved, the level of your bill, or if you are unhappy with any aspect of our service, please contact our

Complaints Handling Representative:

Gul Nawaz Khan, Director

020 8514 4836

g.khan@addisonkhansolicitors.co.uk

Addison & Khan Solicitors, 325–331 High Road, Ilford, Essex, IG1 1NR

We take complaints seriously and aim to resolve them as quickly as possible. Our complaints procedure is outlined below.

Step 1 – Tell Us About the Problem

If you have not already done so, please let us know the full details of your concern or complaint.

Step 2 – Acknowledgement

We will acknowledge your complaint in writing within **five working days** and explain what will happen next.

Step 3 – Investigation and Response

Our Complaints Handling Representative will investigate the matter by reviewing your file and speaking to the staff member involved.

We aim to complete this investigation within **five working days** of acknowledging your complaint. If we need longer, we will let you know and explain why, along with a revised timescale.

Once the investigation is complete, we may invite you to a meeting to discuss your concerns and try to resolve the matter. This meeting will normally take place within **fourteen days** of our acknowledgement letter.

Following the meeting, or if a meeting is not required, we will send you a **written response** within **fourteen working days**, setting out our findings and any proposed resolution.

Step 4 – Review

If you are not satisfied with our response, you may ask for a review by another Director or senior member of staff who has not been involved in the matter.

They will review your complaint and send you our **final written response** within **fourteen days** of receiving your request, explaining our final position and any further redress available.

Step 5 – If You Remain Dissatisfied

You must give us the opportunity to resolve your complaint first. In most cases, you will not be able to take your complaint further until we have had a chance to put things right.

Legal Ombudsman

If we are unable to resolve your complaint within **eight weeks**, or you remain dissatisfied with our final response, you may refer your complaint to the **Legal Ombudsman**.

The Legal Ombudsman can help with complaints about poor service, fees, or communication.

You must contact the Legal Ombudsman:

- **Within six months** of receiving our final written response; and
- **Within one year** of the act or omission you are complaining about, or **within one year** of when you should reasonably have known there was cause for complaint.

The Legal Ombudsman will not normally accept complaints where the act or date of awareness occurred before **6 October 2010**.

Contact Details:

0300 555 0333

PO Box 6167, Slough, SL1 0EH

www.legalombudsman.org.uk

Solicitors Regulation Authority (SRA)

If you believe a solicitor has been dishonest, or you have concerns about their ethics or integrity, you can report this to the **Solicitors Regulation Authority (SRA)**.

The SRA does not deal with complaints about poor service — those should be made to the Legal Ombudsman.

For more information or to make a report, visit:

<https://www.sra.org.uk/consumers/problems/report-solicitor.page#report>

Contact Us

For any questions about our Complaints Handling Procedure, please contact:

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