

## **Our complaints policy**

Veritas Law is committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. Whenever possible, please raise any initial client care problems with the person acting on your matter to give them the opportunity of resolving matters with you. Often matters can be quickly resolved in this way.

### **Our complaints procedure**

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case or their supervising partner, please contact us as soon as you are aware of the problem so this can be addressed. Please contact our client care director, Miss Zulekha Satar.

#### *What will happen next?*

1. We will send you a letter acknowledging receipt of your complaint within five working days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care director, Miss Zulekha Satar, who will review your matter file and speak to the member of staff who acted for you.
3. Miss Satar will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within five days of the meeting, Miss Satar will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Miss Satar will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another director to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can ask the Legal Ombudsman to consider your complaint. We hope that this does not become necessary and that we can resolve matters between ourselves. The Legal Ombudsman's contact details are:

Address: PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333 -from 8.30 am to 5.30 pm

E-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within the following timescales:

- six years from the date of the act or omission about which you are complaining occurring; or
- three years from the date you should reasonably have known there were grounds for complaint.

If we have to change any of the timescales above, we will let you know and explain why.

#### *Complaints in relation to bills*

The complaints procedure above also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; the Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for assessment of that bill.

#### **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 or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concern with the Solicitors Regulation Authority.