

Client complaints policy

Our complaints policy

Ai 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

Ai Law are a high quality professional law firm that prides itself on its results. However, sometimes there may be something that you are not happy with. If you have a concern or a complaint, then in the first instance you should raise this with the case handler. The case handler is the person that you have been speaking to about your case. If you have been speaking with more than one person on your matter, then you can raise the complaint with either one of the case handlers, or alternatively ask the relevant person for the details of the department supervisor. If the person handling your case or their supervisor cannot resolve your issue, please put your complaint in writing so this can be addressed by emailing tme@ai-law.co.uk with any queries. This email should set out that:

- a) You are seeking to make a complaint under this complaint's procedure;
- b) Your full name and contact details, along with details of your ongoing case matter, including any reference number that you have been given;
- c) Details of why you are dissatisfied with the service and a full background to what has happened; and
- d) Your desired outcome from the complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within seven working days of our receiving the complaint, and where necessary request further information.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care director, Tom Ellis, who will review your matter file and speak to the member of staff who acted for you.
3. If deemed appropriate, the director will then invite you to a meeting to discuss the complaint with a view to resolving it
4. A full response to the complaint and the outcome of any meeting or discussion will be sent within 28 days of either receipt of the complaint or the date of any meeting or discussion, whichever is the later.
5. 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.
6. 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 and if the firm accepts that the complaint is valid then the firm will set out a course of action that it considers appropriate to resolve the complaint
7. If you are still not satisfied at this stage, you can ask the Legal Ombudsman or the solicitors Regulation Authority 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: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

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

enquiries@legalombudsman.org.uk **Website:**

www.legalombudsman.org.uk

The Solicitors Regulatory Authority may be contacted at:

Solicitors Regulation Authority

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

Telephone: 0370 606 2555

Website: www.sra.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:

- One year from the date of the act or omission about which you are complaining occurring; or
- One year 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

Disputes relating to our bills are separate to this complaint procedure and your rights to request an assessment of the bill under Part III of the Solicitors Act 1974 are set out in our bill fee note. You are entitled to apply for an assessment within three months of the date of any bill. The Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for assessment of that bill.