

Our Complaints Policy

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

If you are unhappy about any aspect of the service you have received, or about the bill, please contact us by post to our office at 29a Tyrrel Street, Bradford, BD1 1RU telephone 01274 725655 or email Upkar.Bahia@kbs-solicitors.co.uk We have a procedure in place which details how we handle complaints as follows:

Our Procedures

1. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
2. We will investigate your complaint. This will normally involve passing your complaint to our Mr Bahia, who will review your matter file and speak to the member of staff who acted for you.
3. Mr Bahia will then invite you to a meeting to discuss and hopefully resolve your complaint. He/she will do this within 14 days of sending you the acknowledgement letter.
4. Within seven days of that meeting Mr Bahia will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting, or it is not possible, you will be sent a detailed written reply to your complaint, including the 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 and we will arrange for another Solicitor within the firm 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 with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. Contact details are as follows:

Address:	PO Box 6806, Wolverhampton WV1 9WJ
Telephone:	0300 555 0333
Email:	enquiries@legalombudsman.org.uk
Website:	www.legalombudsman.org.uk

Any complaint to the Legal Ombudsman must normally be made within the following timescales:

- a) Six years from the date of the act or omission about which the client is complaining occurred, **or**
- b) Three years from the date the client should reasonably have known there were grounds for complaint (if the act/omission took place before 6th October 2010 or was more than six years ago), **and**
- c) Within six months of receiving a final written response from the firm about the complaint.

In relation to a) and b) the act/omission, or when the complainant should reasonably have known there was cause for complaint, must have been after 5th October 2010.

We would hope that this does not become necessary and that we can resolve matters between ourselves. If this is not the case however, we would be happy to provide you with the necessary information to make such a complaint.

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

The complaints procedure also includes 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; and that if all, or part, of a bill remains unpaid, the firm may be entitled to charge interest.