

Our Complaints Policy

We are committed to providing high quality legal advice to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve the level of service to clients.

What is a complaint?

A complaint means an oral or written expression of dissatisfaction which a client alleges has led to them suffering (or may suffer) financial loss, distress, inconvenience or other detriment (definition used by the Legal Ombudsman).

Our Complaints Procedure

If you have a complaint, please contact Karishma Mohindra, who is the person responsible for dealing with client care issues.

You can contact her by post at PLS House, 2 Aegean Road, Atlantic Street, Altrincham WA14 5UW, via email at kmohindra@pls-solicitors.co.uk, or via telephone on [01615377688](tel:01615377688).

What will happen next?

1. We will endeavour to resolve a verbal complaint when it is initially made, however, where this is not possible it will be handled in line with the full complaints process outlined in stages 2-7 below.
2. We will send you a letter or email acknowledging receipt of your complaint within a maximum of two days of us receiving the complaint, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally involve reviewing your file and speaking to the member of staff who acted for you. If your complaint relates to a matter where the file has been closed we may need to obtain your file from our archive storage facility, which may take 1-2 days.
4. We will send you a detailed reply to your complaint, including our suggestions for resolving the matter, within 5 weeks of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a partner who has not had any dealing with your matter to review the initial 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.
7. If we have been unable to settle your complaint using our internal complaints process you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints. You have six months from the date of our final letter in which to complain to the Legal Ombudsman.

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. Telephone: [0300 555 0333](tel:03005550333). Email: enquiries@legalombudsman.org.uk. Website: www.legalombudsman.org.uk

Alternative complaints bodies such as Ombudsman Services, ProMediate and Small Claims Mediation exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. As a firm we have decided that unresolved complaints will be handled only by the Legal Ombudsman.

Objecting to your bill(s)

You may have the right to object to our bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

Non-payment of our bill(s)

You should be aware that the firm may be entitled to charge interest if all or part of our bill(s) remain unpaid.

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