

Complaints Handling Procedure Policy for Alstern Solicitors

We are authorised and regulated by the Solicitors Regulation Authority (SRA). Our SRA Registration number is 8002006. We are committed to provide high quality legal advice and client care. We always seek to continuously improve the service we offer and learn from any of our mistakes if occur.

However, should you feel dissatisfied with any aspect of the service, you may kindly inform the undersigned and the complaint will be promptly looked into and an attempt will be made to rectify the situation to your satisfaction.

Our complaints policy

We are committed to providing a high-quality service to our clients. This includes a commitment to putting things right when they go wrong. This policy explains how we will deal with any complaint.

Our complaints procedure

Our sole principle is Lani Nguyen. You can contact her by post at Alstern solicitors, 30 Churchill Place, London, E14 5RE, or by e-mail at Info@alsternsolicitors.co.uk. It is helpful if you put your concerns into writing, but if you would prefer not to, or if you would find it difficult to do so, she can be contacted by phone at 020 3923 9188.

If you have special needs which we should take into account due to language or disability, please let us know.

To explain to you how long our process might take we have included our target times for each stage of the process. Where, for any reason, it is not possible to observe any of these limits we will let you know and explain why.

Action	Timescale
Acknowledge the complaint in writing and send a copy of the complaints procedure	Within two working days
Invite you to a meeting or to discuss the issues by telephone	Within two working days
Confirm the outcome of the meeting or telephone conversation in writing	Within three working days of the meeting/telephone conversation

Investigate the issues	Within 14 days of receiving the complaint
If a meeting/telephone discussion is not possible or required: Investigate the issues and write to you with the outcome	Within 21 days
Review and close the complaint	Within 8 weeks of receiving the complaint

Legal Ombudsman

If you do not agree with the outcome of our complaints process, or we fail to investigate it within 8 weeks, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. Complaints to the Legal Ombudsman must usually be made within six months of our final response to your complaint.

Either:

(Pre-April 1 2023 Version)

The Legal Ombudsman expects complaints to be made to them within six years of the date of the act or omission about which you are concerned or within three years of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

However, please note that from 1 April 2023 these time limits are changing. From the 1 April the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

Or:

(Post-April 1 2023 Version)

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The address is PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333 or email enquiries@legalombudsman.org.uk

You may alternatively contact the Solicitors Regulation Authority (SRA) if you have concerns as to whether we have breached any of their professional rules for solicitors or 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.

Details will be found at www.sra.org.uk/solicitors/standards-regulations/principles and the SRA can be contacted at The Cube, 199 Wharfside Street, Birmingham B1 1RN, or by email to contactcentre@sra.org.uk.