

Complaints Policy

CFC – Children Family and Criminal Solicitors are committed to providing a high-quality legal service to all its clients. If, however, you are dissatisfied with any level of the service provided to you, it is essential we have the correct procedure in place to help and address those concerns. By doing so we can maintain your trust and our high standards we have set and improve upon them, through learning and listening to our clients.

The Procedure

If you have any concerns about our service, our work, or our charges, you should discuss these first with the individual who has day-to-day conduct of your matter.

If this person cannot satisfactorily address your concerns and you wish to make a Complaint, please contact our designated Complaints Handler in writing, Mr Saleemi at 1st floor, Romer House, 132 Lewisham High Street, London, SE13 6EE or send an email to him at shakeel@cfc solicitors.co.uk

What will happen next?

Step 1 – Acknowledging your Complaint

On receipt of your Complaint, it will be recorded in our Complaints Register and a separate file will be opened in which we will store any correspondence and other documents relating to your Complaint. This is for monitoring and management information purposes.

We will send you a letter or email acknowledging your Complaint within 7 days of receipt.

Step 2 – Investigating your Complaint

This may involve one or more of the following and will be done within 14 days of receipt of the Complaint:

1. If your Complaint is straightforward, we might make suggestions as to how we can put things right, offer an apology and an assurance that the matter will not happen again.
2. If your Complaint is more complicated, we might ask you to explain or clarify any particular issue.
3. We may ask to meet with you to discuss things face to face. If you prefer not to meet or if we are not able to arrange this within the agreeable timescales, we will write to you fully setting out our views on the situation and making suggestions as to how we can put things right, or ask you to confirm, explain or clarify any issues.
4. If we do discuss matters face to face we will write to you to confirm what took place and to confirm any offer of redress that we have made and return to you within 3 working days of the meeting.
Whichever form the investigation takes, we will aim to give you our final decision within 8 weeks of receiving your Complaint (or sooner if possible).

Step 3 – Appeal

If you are not satisfied with our final decision, please let us know and we will review our decision again. We will do this within 5 working days of receiving your appeal.

This may happen in one of the following ways:

Our own review of our handling of your Complaint and why you are dissatisfied with our decision within 5 days of the appeal.

After the review has taken place you will be informed of the outcome, within 5 days of the conclusion of the review. Please note once you have gone through our internal complaints procedures and you are not happy with our final response and suggested resolution, you are able to take your complaint further to the relevant independent bodies

The Legal Ombudsman

If you are still not satisfied, you can then contact the Legal Ombudsman about your Complaint provided you do so within six months of the end of our Internal Complaints Handling Procedure.

In addition, there are time limits relating to the date you first became aware or should have become aware of the problem.

You may also contact the Legal Ombudsman using the contact details provided below this may only be extended by the Legal Ombudsman in exceptional circumstances.

Ordinarily, you cannot use the Legal Ombudsman unless you have first attempted to resolve your Complaint using our internal Complaints Handling procedure, but you will be able to contact the Legal Ombudsman:

- Within six months of receiving a final response to your complaint. and;
- No more than six years from the act/omission that lead to the complaint. Or;
- No more than three years from when you should reasonably have known there was cause for complaint.

LEGAL OMBUDSMAN CONTACT DETAILS

Address:

PO Box 6806, Wolverhampton WV1 9WJ

Telephone:

0300 555 0333

Email:

enquiries@legalombudsman.org.uk

Website:

[Legal Ombudsman](#)

Solicitors Regulation Authority

CFC – Children, Family and Criminal Solicitors is regulated by The Solicitors Regulation Authority. The Solicitors Regulation Authority can help you if you are concerned about any aspect of our firm.

You can raise your concerns with the [Solicitors Regulation Authority](#).