Complaint Handling Procedure

We are committed to providing high quality legal advice and client care. However, if at any point you become unhappy or concerned with the service we provide, than you should inform us immediately, so we can do our best to resolve any issues.

We hope that in the first instance you will feel able to and would recommend that you do discuss your concerns with the person carrying out the work on your behalf. If your concerns are not capable of resolution as a result of such discussion however then they will be referred to the partner ultimately responsible for your matter.

The Partner responsible will respond to you within 14 days following an investigation of your complaint and the file. If it is not possible to review the file adequately in that period, then we will advise you of the reasons and set a timescale to deal with the matter.

If the partner responsible is unable to resolve your concerns satisfactorily then these will be referred Saleem Hussain.

In either case we will respond to you within 21 days the result of the investigation.

Our complaints handling partner Saleem Hussain can be reached via email at saleem.hussain@cch-solicitors.com or by post to 13/13a The Broadway, Woodford Green, Essex IG8 0HL.

We do hope that it will be possible to resolve matters to our mutual satisfaction sooner rather than later. Making a complaint will not affect how we handle your case.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint and no more than one year from the date of act/omission; or no more than one year from when you should reasonably have known there was cause for complaint.

Contact details:

Visit: www.legalombudsman.org.uk

Telephone: 0300 555 0333 - Minicom 0300 555 1777

Or write to: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.

The Solicitors Regulation Authority can help you 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.

You can raise your concerns with the Solicitors Regulation Authority.

http://www.sra.org.uk/consumers/problems/report-solicitor.page