

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 complaints with the person acting on your case to give them the opportunity of resolving matters with you, should this not resolve the issue then we kindly ask you to take the following steps by contacting our complaints handler Noor Lodhi as follows:

By post: Peek House (3<sup>rd</sup> Floor), 20 Eastcheap, London EC3M 1EB,

Telephone: 020 7353 7000

Email: [advice@criminaldefence.co.uk](mailto:advice@criminaldefence.co.uk)

1. Our complaints handler will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. Our complaints handler will then invite you to a meeting or a telephone call to discuss your concerns and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgment letter.
3. 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 acknowledgment letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for one of our partners within the firm to review the decision.
5. 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.
6. If you are still not satisfied with our handling of your complaint you can then ask the Legal Ombudsman to consider the complaint.

The Legal Ombudsman's details are as follows:

Address: PO Box 6167, Slough SL1 0EH

Telephone: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

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

- a) One year from the date of the act or omission about which the client is complaining occurred.
- b) One year from the date the client should reasonably have known there were grounds for complaint

c) You must also refer your concerns to the Legal Ombudsman within six months of receiving a final written response from the firm about the complaint.

If your complaint is in relation to our behaviour or conduct, we will kindly ask for you to follow steps 1 to 5 within this procedure and if you are still not satisfied then you can contact the Solicitors Regulation Authority.

Information about raising a complaint with the SRA can be found on the following link:

[www.sra.org.uk/consumers/problems/report-solicitor](http://www.sra.org.uk/consumers/problems/report-solicitor)

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.