

CLIENT CARE & COMPLAINTS PROCEDURE

Our aim is to offer our clients high quality, efficient and effective service at all times. We are proud that our practice has been accredited by The Law Society with the LEXCEL Practice Management Standard; and with the LawNet Quality Standard ISO 9001.

We hope that you will be pleased with the work we do for you and the service which we provide. However, should there be any aspect of our service with which you are unhappy, please follow the following procedure to raise your concerns:

1. Raise your concern in the first place with the fee earner with whom you have the grievance. They will respond to you at the earliest possible addressing your concern.
2. If you feel that your grievance is not resolved to your satisfaction, you should contact the fee earner's supervising partner. If you do not know the details of the supervising partner, the fee earner will disclose the same upon your request.
3. If your grievance is with that supervising partner or generally with a partner of our firm, then please contact the client care partner of the firm, Zoe Protopapas on 020 7636 2100 or Zoe.Protopapas@protopapas.co.uk.
4. If your grievance is still not resolved to your satisfaction then you may be eligible to take up your complaint with the Legal Ombudsman, the independent complaints body for complaints about lawyers. Upon request, we will provide you with a list of eligible persons whose complaint can be heard by the Legal Ombudsman. You may or may not qualify. Further, the Legal Ombudsman will only investigate a complaint made by a client of our firm and about issues which happened in the last 6 years or if the issue happened a long time ago, within 3 years of finding out about the problem.
5. Normally the Legal Ombudsman expects you to allow us 8 weeks to try to resolve your complaint before contacting them, and complaints to the Legal Ombudsman should be made within 6 months of the conclusion of the firm's complaints procedure. Also, please note that, generally speaking, your complaint should be brought to the Legal Ombudsman no later than 12 months from when the problem occurred or from when you should reasonably have become aware of the problem.
6. For more information on how the Legal Ombudsman works please visit the Legal Ombudsman's website. The Legal Ombudsman's contact details are as follows:
 - Postal Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH
 - Telephone: 0300 5550333 (*Calls from overseas: +44 121 245 3050*)
 - E-mail: enquiries@legalombudsman.org.uk
 - Website: www.legalombudsman.org.uk

7. The Solicitors Regulation Authority can also help you if you are concerned about our conduct. 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. The Solicitors Regulation Authority does not deal with complaints about poor service.
8. Further information and guidance into how to raise a concern with the Solicitors Regulation Authority can be accessed by the following link:

<https://www.sra.org.uk/consumers/problems/report-solicitor>