

## **Complaints Policy**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our service to you.

### **How to make a complaint**

If you have a complaint, you should initially raise any concerns with the person who has conduct of your matter. You can contact us by telephone or in writing (by letter or email).

### **Complaints Made by Telephone**

**If you would rather speak on the telephone about your complaint, then please speak to Mr. Adam Libah on 020 7305 5065.** Mr. Libah will make a note of your complaint and what you would like done about it. He will discuss your concerns with you and aim to resolve them. If the matter is resolved he will record the outcome, check that you are satisfied with the outcome and record this. You may also wish to have a record of telephone conversation in writing in which case Mr. Libah will write to you to confirm the outcome.

### **Complaints Made in Writing**

**To help us to understand your complaint, and in order that we do not miss anything, please tell us:**

- your full name and contact details;
- what you think we have got wrong and the member of staff you are complaining about;
- how you would like your complaint to be resolved; and
- your file reference number (if you have it).

Please address your email or letter to;

**Mr. Adam Libah, Adam Libah Solicitors, Hamilton House, Mabledon Place, London WC1H 9BB**

**Email: [adam@adamlibah.com](mailto:adam@adamlibah.com)**

**Telephone: 020 7305 5065**

### **How your complaint will be dealt with**

1. We will acknowledge any written complaint within 7 days of receipt. We may ask you to confirm or explain any details. Your complaint will then be investigated by Adam Libah. You will not be charged for our time spent in investigating and responding to your complaint.
2. We usually aim to complete investigations within 28 days, but if he finds that he is not able to reply within 28 days he will set out a new date for him to reply and inform you. We will aim to conclude our investigation within 8 weeks of your complaint being made.
3. We hope that we can resolve your complaint and Adam Libah will write fully to you setting out his views.

4. His reply will set out the nature and scope of his investigation, his conclusions on each complaint point and the basis of his conclusion and if he finds that you are justified in your complaint his proposals for resolving the complaint.
5. There may be occasions when Mr. Libah decides that your complaint should be investigated by another nominated solicitor (e.g., if Mr. Libah is the subject of the complaint). In such circumstances the nominated solicitor will have conduct of handling your complaint.

### **What happens if you do not agree with our conclusion about your complaint?**

Alternative dispute resolution (ADR) bodies exist, which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an ADR process.

If, therefore, you wish to complain further, you may be able to refer your complaint to the independent organisation, the Legal Ombudsman. You should do so as soon as possible and in any event within 6 months of our final communication to you about your complaint. The Legal Ombudsman generally expects consumers to exhaust the law firm's complaints process before referring a complaint to it.

The Legal Ombudsman's website is [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) and contains useful information including the criteria for accepting a complaint (broadly, only from individuals and small businesses, charities and similar organisations) and time limits – the Legal Ombudsman will accept a complaint within 1 year from the date of the act or omission about which you are concerned or within 1 year from when you should have known about the complaint.

### **The Legal Ombudsman's contact details are:**

PO Box 6806

Wolverhampton

WV1 9WJ

Telephone number: 0300 555 0333

Email enquiries should be sent to: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

### **The Solicitors Regulation Authority**

Information relating to reporting concerns about an individual or a firm to the Solicitors Regulation Authority (SRA) is available on the [SRA website](#). Please note that the SRA does not deal with complaints about poor service. Further information is available [here](#), and they may be contacted at:

Solicitors Regulation Authority

The Cube

199 Wharfside Street

Birmingham

B1 1RN

Telephone number: 0370 606 2555