**SHAW GRAHAM KERSH LLP**

**EXTERNAL COMPLAINTS PROCEDURE**

**Introduction**

We are committed to maintaining the highest professional standards and providing a high quality legal service to all our clients. A complaint can show us how to do better. If something goes wrong, we want to know about it and put it right as quickly as we can.

The aim of the formal complaints process is to resolve a problem to the satisfaction of the person making the complaint.

Our complaints contact is Raymond Shaw who can be contacted on 020 7734 9700 or at raymond.shaw@sgk-solicitors.co.uk. If you have special needs which we should take into account due to language or disability, please let us know. We aim to deal with complaints according to the following timetable:

**Complaints process timetable**

|  |  |
| --- | --- |
| **Action** | **Timescale** |
| Acknowledge the complaint in writing and send a copy of the complaints procedure | Within two working days |
| Invite you to a meeting or to discuss the issues by telephone | Within two working days |
| Confirm the outcome of the meeting or telephone conversation in writing | Within three working days of the meeting/telephone conversation |
| Investigate the issues | Within 14 days of receiving the complaint |
| If a meeting/telephone discussion is not possible or required:  Investigate the issues and write to you with the outcome | Within 21 days |
| Review and close the complaint | Within 8 weeks of receiving the complaint |

If you do not agree with the outcome of our complaints process, you can then complain to the Legal Ombudsman.

Complaints to the Legal Ombudsman must be made no later than:

* one year from the date of the act or omission being complained about; or
* one year from the date when the complainant should have realised that there was cause for complaint; or
* six months of receiving a final response to your complaint

The Legal Ombudsman has discretion to accept out of time complaints where it deems it fair and reasonable to do so.

The address is PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333 or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk/)