

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.

Our complaints procedure

If you have a complaint, contact us with the details.

Partners- info@citilawsolicitors.com

What will happen next?

1. Within ten working days of us receiving your complaint, we will write to you acknowledging your complaint and, if necessary, request further details to fairly review your complaint. We will also let you know the name of the Client Care Manager who will be dealing with your complaint.
2. At this stage, if the complaint relates to monies due to us from you, we reserve the right to require you to pay to us an amount which we reasonably determine to be a fair and reasonable proportion of such monies (in the light of the nature and extent of the complaint) before proceeding with the Complaints Procedure. You will not be entitled to pursue your complaint unless such monies are paid to us within 10 working days of our request.
3. We will then investigate your complaint. This will normally involve the following steps:
 - (a) Within 10 working days of our letter to you or, if later, the receipt of the further details requested from you, the Client Care Manager will ask the member of staff who acted for you to provide a response to your complaint.
 - (b) The Client Care Manager will then examine such response and the information in your complaint file and may contact you for further information and/or clarification. Depending upon the nature of the complaint, this may take up to 20 working days. In the unlikely event that a longer period is required, we shall inform you, giving you the reasons.
4. The Client Care Manager will communicate his or her findings to you with you within 5 working days of the completion of the investigation and seek to resolve any outstanding matters as soon as possible.

If we have to change any of the timescales above, we will let you know and explain why.

5. If we have not been able to resolve the matter, you can contact the Legal Ombudsman by post: PO Box 6806 Wolverhampton WV1 9WJ, or by phone: 0300 555 0333: or by visiting the website legalombudsman.org.uk.

Time Limit for reference to the Legal Ombudsman:

Ordinarily:

- The act or omission, or when the complainant should reasonably have known there was cause for complaint, must have been after 5 October 2010; and
- The complainant must refer the complaint to the Legal Ombudsman no later than:
 1. Six years from the act/omission; or
 2. Three years from when the complainant should reasonably have known there was cause for complaint.

And in relation to paragraph (b) above:

- Where a complaint is referred by a personal representative or beneficiary of the estate of a person who, before he/she died, had not referred the complaint to the Legal Ombudsman, the period runs from when the deceased should reasonably have known there was cause for complaint; and
- Where the complainant (or the deceased) should reasonably have known there was a cause for complaint will be assessed on the basis of the complainant's (or the deceased's) own knowledge, disregarding what the complainant (or the deceased) might have been told if he/she had sought advice.

However, if an ombudsman considers that there are exceptional circumstances, he/she may extend any of these time limits to the extent that he/she considers fair.

The Solicitors Regulation Authority (SRA) regulates all solicitors in England. If you have a complaint about the behaviour of a solicitor or you think the firm or a solicitor has breached an SRA Principle, you may make a report to the SRA. Examples of the types of complaints that can be made are listed below:

- A firm has not paid professional fees (such as agent or expert fees) that you have been billed for, if:
 - you have a County Court judgment in respect of the fee, and
 - the judgment relates to the practice in connection with providing a legal service
- You have allegations of dishonesty or discrimination, examples include:
 - Shutting down their law firm without telling you
 - Dishonesty or deliberately overcharging you
 - Taking or losing your money
 - Treating you unfairly because of your age, a disability or other characteristic

A list of SRA Principles are listed below:

<https://www.sra.org.uk/solicitors/standards-regulations/principles/>

When reporting to the SRA, please complete their report form below:

<https://www.sra.org.uk/globalassets/documents/consumers/report-solicitor-form.docx?version=4a5e99>

- set out your concerns clearly
- identify individuals you consider responsible
- attach any evidence you have in support

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Send the completed form to the SRA Reports team:

The Cube
199 Wharfside Street
Birmingham
B1 1RN
DX 720293 BIRMINGHAM 47

report@sra.org.uk