



Complaints Procedure

Advice Wise Solicitors is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill, please contact us (Mr Shahid Khan – Managing Director) by email at shahid@advicewisesolicitors.com or by post to Advice Wise Solicitors, 24 Cameron Road, Seven Kings, Ilford, Essex, IG3 8LB. We have a procedure in place which details how we handle complaints as follows;

1. We will send you a letter acknowledging receipt of your complaint within 2 working days of our receiving the complaint, enclosing a copy of this procedure. If you require a specific format then please contact Mr Shahid Khan and advise him of your specific requirements.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care director, Mr Shahid Khan, who will review your matter file and speak to the member of staff who acted for you.
3. Mr Shahid Khan will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mr Shahid Khan will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Shahid Khan will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another director to review the decision.
7. 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.

What happens if the complaint cannot be resolved?

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman. Their details are as below:

Telephone: 0300 555 0333

Overseas: +44 12 245 3050

Email: enquiries@legalombudsman.org.uk

In writing: PO Box 6806, Wolverhampton, WV1 9WJ

Website: www.legalombudsman.org.uk

Generally, you can ask the Legal Ombudsman to look at your complaint if you are referring your complaint if it meets the conditions below:

- The problem or when you found out about it, happened after 5 October 2010 and you are referring your complaint to the Legal Ombudsman within either of the following:
 - Six years of the problem happening; or
 - Three years from when you found out about it.

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

- Anyone making a complaint to the Legal Ombudsman must be:
- An individual;
- An enterprise with less than ten staff or with a balance sheet of less than 2 million Euros as defined by the European Recommendation 2003/361/EC of 6 May 2003;
- A club, association or society with an annual income of less than £1 million;
- A charity with an annual income less than £1 million;
- A trustee of a trust with a net asset value of less than £1 million;
- A personal representative or the residuary beneficiaries of an estate where a person with a complaint died before referring their compliant to the Legal Ombudsman.

If you do not fall into the list of above complainants then the only option open to you is to seek redress through the firm's Complaints Handling Procedure or by mediation, arbitration or by action through the Courts.

If you need information in another language, large print, Braille or on audio CD please call our team on 0121 245 3071 or email publications@legalombudsman.org.uk. You can find out more about our accessibility [here](#).

The Department for Business, Innovation and Skills has confirmed that the following Alternative Dispute Resolution (ADR) entities are currently available to deal with disputes in the legal services sector: [Ombudsman Services](#), [ProMediate](#) and [Small Claims Mediation](#) in the event you wish to engage in mediation concerning your complaint. However, we are not agreeable to enter into ADR mediation until the Legal Ombudsman have been approved as an ADR provider.

In addition, we are regulated by the Solicitors Regulation Authority. If you are concerned about our behaviour at all, you can raise your concerns directly with the [Solicitors Regulation Authority](#).