

Ersan & Co Solicitors Ltd

Complaints Procedure

COMPLAINT POLICY

Complaint 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 standards.

If you have a complaint, write to us with the details. Address your letter to our Client Care Officer, who is responsible for client care. Our Client Care Officer is Ms. Serpil Ersan.

What Will Happen Next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. You can expect to receive our letter within four working days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within a working day of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within three working days of your reply.
4. We will then start to investigate your complaint. This may involve one or more of the following steps:
 - We may ask the person who acted for you to reply to your complaint within five working days.
 - We may examine the reply and the information in your complaint file. We may then ask the person who acted for you for more information. This will take up to three working days from receiving the reply and the file.
5. We will invite you to meet our Client Care Officer to discuss and, it is hoped, resolve your complaint. We will do this within three working days of receiving all the details we need from the member of staff who acted for you.
6. Within two working days of the meeting, we will write to you to confirm what took place and any suggestions we have agreed with you.
7. If you do not want a meeting or it is not possible to arrange a convenient meeting, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within five working days of us completing the investigation.
8. At this stage, if you are still not satisfied, you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways:
 - Another member of the firm will review our Client Care Officer's decision within ten working days.
 - We will ask our local Law Society or another local firm of solicitors to review your complaint within five working days. We will let you know how long this process will take.
 - We will invite you to agree to independent mediation. We will let you know how long this process will take.
9. We will let you know the result of the review within five working days of the end of the review. At this time, we will write to you confirming our final position on your complaint and explaining our reasons.
10. If we have to change any of the timescales above, we will let you know and explain why.
11. If you need us to make adjustments to our complaints procedure, for example, by communicating in a different way or in a different language, please let us know as soon as possible. We will usually communicate with you in the same way that you write to us whether by email or post.

Referring Your Complaint to the Legal Ombudsman

If, at the conclusion of our complaints procedure, you are still unsatisfied, or if a period of eight weeks has expired since we acknowledged your complaint without our final response being received, the Legal Ombudsman ("the LeO") may be able to help you.

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Before accepting a complaint for investigation, the LeO will check that you have tried to resolve the complaint with us first; If you have done this and we have not been able to resolve it within eight weeks then you may take your complaint to the Legal Ombudsman:

A complaint to the Legal Ombudsman must be made:

- Within six months of receiving our final response to your complaint; **and**

- No more than one year from the date of the act or omission being complained about; or

- No more than one year from the date when you should reasonably have known that there was cause for complaint.

LeO has discretion to extend the one year time limit for specific matters if, on the evidence, it is fair and reasonable to do so.

If you would like more information about the Legal Ombudsman or would like to contact them, their details are as follows:

- Website – www.legalombudsman.org.uk
- Call: 0300 555 0333 between 09h00 to 17h00.
- Email: enquiries@legalombudsman.org.uk
- Postal: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

What to do if you are concerned about our professional conduct

- The Solicitors Regulation Authority can help if you are concerned about our professional conduct.

- Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).

- Please note that the SRA is concerned with breaches of professional standards. The SRA is a regulator and is not responsible for adjudicating client complaints.

Data Protection

If you believe that your personal information has been lost or misused by us, please inform us as a matter of urgency. We will then aim to notify the necessary regulatory body or information provider within 24 hours of such a breach, investigate, and provide you with a response within 14 working days.

Please contact our Data Protection Officer if you have any concerns or complaints about the way in which your personal data has been handled. Alternatively, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Contact Details

Full Name of Legal Entity: Ersan & Co
Name and Title of DPO: Hatice Sarman, Senior Paralegal
Email Address: info@ersans.co.uk
Telephone Number: 02083427070

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You have the right to make a complaint at any time to the ICO, the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

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