

COMMONWEALTH SOLICITORS
(Authorised and Regulated by the SRA)

Complaints Procedure

We are committed to providing with a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

If you have a complaint, please raise the problem with **Mr. Md Atique Mahmud**, partner and ‘complaint handling officer’ of our firm will be dealing with your complaint.

We aim to deal with any complaints promptly, fairly, openly and effectively.

A complaint can be identified through a letter, telephone call, e-mail, and fax or in the course of a face-to-face conversation. We are happy to deal with your complaint by phone on 020 7375 1274 at the first instance, or by letter addressed at 117 New Road (Second Floor) , London E1 1HJ , or by e-mail to info@cwchambers.com as you prefer.

A complaint may involve:

- dissatisfaction with the handling of a case
- disappointment with an alleged lack of communication
- frustration with an alleged lack of case progress
- an allegation of discrimination or
- dissatisfaction with the outcome of the case

However, issues of a very minor nature, will not be recorded as a complaint.

OMBUDSMAN

It is the policy of the firm that:

every complaint made by a client is reported and recorded centrally

- every complaint received is responded to appropriately and
- the cause of the problem is identified, appropriate redress is offered, and
- unsatisfactory procedures are corrected

We inform clients in writing at the outset of their matter of their right to complain and how complaints can be made. We also advise you of your right to complain to the Legal Ombudsman, the time frame for doing so and full details of how to contact the Legal Ombudsman.

Procedure

1. We will acknowledge receipt of your complaint in writing within 03 (three) days of receiving it.

2. We will then investigate your complaint. This will normally involve in reviewing your file and speaking to the member of staff who acted for you.
3. Within 14 (fourteen) days of sending, you the acknowledgement letter we will invite you to a meeting to discuss and resolve your complaint. If you do not want a meeting or it is not possible, we may instead offer you a chance to discuss the matter by telephone.
4. Within 03 (three) days of the meeting, or any telephone conversation we have with you instead of a meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. In any case, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21(twenty-one) days of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange 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.
8. If we need to change any of these timescales at any stage, we will let you know and explain why. Normally, the Legal Ombudsman expects you to give us 8 weeks to try to resolve the matter. If after 8 weeks you are still dissatisfied, you can then involve the Legal Ombudsman.
9. In normal circumstances you are required to register a complaint within one year. You must then give us 8 weeks to try to resolve your complaint before contacting the Legal Ombudsman. A complaint to the Legal Ombudsman must normally be made within six months of the date of the conclusion of the Firm's complaints procedure. In summary:
 - You must register your complaint with us within one year
 - The Legal Ombudsman expects you to give us 8 weeks to try to resolve your complaint
 - After this time, you can contact the Legal Ombudsman (within 6 months) PO Box 6806, Wolverhampton WV1 9WJ about your complaint and inform us accordingly. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.
10. We will keep all records of your complaint and pass that to legal Ombudsman if requested.

SRA:

If someone thinks a solicitor might be dishonest or has breached SRA principles or you have concerns about their integrity; have the right to notify our regulator, the Solicitors Regulation Authority (SRA). There are no time limits for making a report but there are limits on what the SRA will consider. Please note that the SRA is not able to deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman). When reporting, please -

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

For further information about the SRA's role, please contact the SRA or visit:

<https://www.sra.org.uk/consumers/problems/report-solicitor.page#report>