

Complaints Policy

Anw Law is committed to providing a high-quality legal service to all clients. However, sometimes things go wrong and you may be dissatisfied with the service provided. It is important that we are informed of the circumstances where you feel we have fallen short of our high standards as it helps improve the quality of our service.

Where appropriate, the initial complaint should be raised with the person who has overall responsibility of your case on a day-to-day basis. This gives us and the person within the firm, the opportunity to resolve matters with you. In most circumstances, issues raised can be quickly resolved in this way.

If, despite your initial complaint, you are still unhappy about any aspect of the service you have received or about the bill, please contact Mohammed Saqib Anwar, by telephone on 0113 466 0078 or by post to Office 5, Parade Chambers, North Lane, Leeds, LS6 3HW or by email to s.anwar@anwlaw.co.uk.

Our Procedures

- a) We will send you a letter acknowledging your complaint within five working days enclosing a copy of this procedure and ask you to confirm or explain any details.
- b) We will then record your complaint in our central register and open a file for your complaint.
- c) We will investigate and respond to your complaint within 28 days of acknowledgment in the following way:
 - i) We will discuss your complaint with the member of staff who acted for you. We will ask them, where appropriate, to respond to the complaint.
 - ii) We will examine their reply and the information contained in your file.

- d) we will invite you to a meeting to discuss and hopefully resolve your complaint. This will include our suggestions for resolving the complaint.
- e) Within five working days of this meeting, we will write to confirm the discussions that took place and outline the agreed solutions.
- f) Should you choose not to have a meeting, we will send a written response to your complaint and include our suggestions for resolving the complaint.
- g) At this stage, if you are still not satisfied, you can write to us again with details of what your suggestions are to put things right. We will then arrange to review our decision and your suggestions. We may (subject to your consent) arrange for a third party who has not been involved in your complaint to review it.
- h) Following the review, we will write to you confirming our final position on your complaint and explaining our reasons.
- i) If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. Contact details are as follows:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
0300 555 0333
enquiries@legalombudsman.org.uk
www.legalombudsman.org.uk

The Legal Ombudsman is only available to individuals, members of the public, small businesses, charities, clubs and trusts. Normally you will need to bring a complaint to the Legal Ombudsman within the following timescales:



- 1) One year from the date of the act or omission about which you are complaining occurring, or
- 2) One year from the date you should have reasonably have known there were grounds for complaint; and
- 3) Within six months of receiving a final written response from us about your complaint.

In relation to 1) and 2) the act/ failure to act, or when the complainant should reasonably have known there was cause for complaint must have been after 5th October 2010.

We would hope that this does not become necessary and that we can resolve matters between ourselves. If this is not the case however, we would be happy to provide you with the necessary information to make such a complaint.

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