

# WISEMAN SOLICITORS

## Our Complaints Procedure

### Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to inform us. This will assist us to improve our standards.

### Our complaints procedure

If you have a complaint please contact us with the full details.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint.
2. We will then investigate your complaint. This will involve passing your complaint to the Principal Tariq Firdose, who will review your matter and discuss with the member of staff who acted for you.
3. The Principal will either invite you to a meeting or arrange a telephone conference to discuss and hopefully resolve your complaint. This invitation will be within 14 days of sending you the acknowledgement letter.
4. Within 3 days of the meeting or telephone conference, the Principal will write to you to confirm what took place and any agreed solutions with you.
5. If you do not want a meeting/telephone conference, or it is not possible, the Principal will send you a detailed written reply to your complaint, which will include suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter or from the date of the meeting.
6. At this stage, if you remain unsatisfied, you should contact us again and we will arrange for the Principal 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 you are still not satisfied, you can then contact the Legal Services Ombudsman at PO Box 6806, Wolverhampton, WV1 9JW about your complaint. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. For further information you should contact the Legal Services Ombudsman on 0300 555 0333 or online at [www.legalcomplaints.org.uk](http://www.legalcomplaints.org.uk).

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