



## Complaints Policy

The Principles and Staff of DLS Law are committed to providing high quality legal services to all its clients. When something goes wrong or you are dissatisfied with your way your file has been handled, or the fees that you have been charged, we need you to tell us about it. This will help us to improve our standards.

### Our Complaints Procedure

If you have a complaint, please let us know by speaking to the individual with overall responsibility in relation to a particular matter (that person will be detailed in your engagement letter).

If you would prefer to discuss your matter with someone else, you should contact Dinesh Dass, DLS Law's Managing Partner based at Gloucester House, 399 Silbury Boulevard, Milton Keynes, MK9 2AH. Telephone no: 01908 924 200; email address: [dd@dls-law.co.uk](mailto:dd@dls-law.co.uk)

Your complaint will be looked into carefully and promptly and we will do all we can to explain the position to you. If we have given you a less than satisfactory service, we will do everything reasonable to put it right and, if you are still not satisfied, you may of course take up matters with the Legal Ombudsman.

The Legal Ombudsman will review complaints made by individuals and organisations within the following categories;

- An individual;
- Enterprises within the definition of 'micro-enterprise' – currently with a turnover of £2million or less;
- A charity with a net annual income net of tax of £1 million or less at the time of the complaint;
- A club, association or organisation whose affairs are managed by its members and which has an annual income net of tax of £1 million or less;
- A personal representative of an estate of a person; or

- The residuary beneficiary of an estate of any person.

In the cases of personal representatives and residuary beneficiaries the services complained of must have been made to a person who has died and who did not by their date of death refer the complaint to the Ombudsman scheme.

### **What will happen next?**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate, we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint and open a file. We will investigate your complaint by examining the relevant file(s).
3. If appropriate, we will invite you to meet the person dealing with your complaint to discuss and hopefully resolve any issues. We would hope to be in a position to meet with you in this way no longer than 21 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within a reasonable timescale, the person dealing with your complaint will write to you setting out their views on the situation and any redress that we would feel to be appropriate.
4. Within 7 days of any meeting, we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 14 days. This will happen in one of the following ways:
  - a. The person dealing with your complaint will review his decision.
  - b. We will arrange for someone in the firm who has not been involved in your complaint to review it.
  - c. Dinesh Dass will review your complaint within 14 days.
  - d. We will ask another local firm of solicitors to review your complaint. We will let you know how long in writing how long this process will take.
  - e. We will invite you to agree to independent mediation. We will let you know in writing how long this process will take.

6. We will let you know the result of the review within 7 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.
7. If you are still unhappy with the outcome you can contact the Legal Ombudsman, PO Box 6806 within 6 months of our final decision on your complaint, however further information can be obtained from the Legal Ombudsman by telephoning them on 0300 555 0333, emailing them at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or referring to [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).
8. Alternatively; you can refer your complaint to the Solicitors Regulations Authority (SRA) who deal with cases where regulated firms have breached the SRA Principles. If your complaint is about poor service, the SRA will refer you to the Legal Ombudsman. If the Legal Ombudsman thinks your case involves a breach of our Principles, they will refer your case to the SRA. Please note that the SRA does not have the power to award compensation for poor service, or to reduce or refund your legal fees.
9. If you think this Firm or anyone within this Firm has breached an SRA Principle you should refer your complaint to the SRA. You can do so by clicking here: <https://www.sra.org.uk/consumers/problems/report-solicitor/>