

## **CB Solicitors Complaints Handling Procedure**

We are regulated by the Solicitor's Regulation Authority. We are governed by certain rules and regulations put in place by the SRA including complaints and file audit. We aim to offer all our clients an efficient and effective service, and we are confident that we will do so in the majority of cases. However, if you would like to discuss how the service to you could be improved, or should there be any aspect of our service with which you are not satisfied, please raise the matter with your Caseworker at the first instance. If you would like to make a formal complaint, please contact our Complaints Handling Officer at CB Solicitors, Mr Vitalis Madanhi and ask for a copy of our Complaints Procedure. Our procedure has 5 stages as follows:

### **Step 1:**

The Complaints Handling Officer of CB Solicitors in this matter, will deal with your complaint.

### **Step 2:**

He will record and log the nature of the problem, and, as the person responsible for resolving problems, will send you a letter acknowledging your complaint within 3 working days. In this letter, he shall confirm what will happen next.

### **Step 3:**

He shall then investigate the matter by reviewing the matter file. If, for some reason, the matter cannot be investigated in this timeframe, then a letter will be sent to you notifying you of this together with the reason why and a revised timescale. Once the investigation has been completed, he shall invite you to a meeting to discuss the issue(s) you raise and hopefully resolve the complaint. This meeting will take place within 14 days of sending you the acknowledgement letter. He shall write to you within 3 days of the meeting to confirm the discussion and the solution agreed upon.

**Step 4:**

If you do not want to or are unable to attend a meeting, he shall send you a detailed reply in writing, including a solution, within 14 working days of sending you the acknowledgement letter.

**Step 5:**

If you are satisfied with his response in either Step 3 or 4 above, the matter will be closed. However, if you consider the complaint to be unresolved, you can contact the Legal Ombudsman or the Solicitors Regulation Authority, our regulator.

The Legal Ombudsman can be contacted at the following address:

**The Legal Ombudsman**

**PO Box 6806**

**Wolverhampton**

**WV1 9WJ**

**Tel: 0300 555 0333**

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)