

## **Achillea & Co - complaints policy**

### **Our complaints policy**

Achillea & Co is committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### **Our complaints procedure**

If you have a concern or a complaint please contact us as soon as you are aware of the problem so this can be addressed. Our details are Mr A Achillea, Achillea & Co, 105 Station Road, Chingford, London E4 7BU. Telephone 020 8529 8555 or email at [aki@achillealaw.co.uk](mailto:aki@achillealaw.co.uk).

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

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner Mr A Achillea, who will review your matter file and speak to the member of staff who acted for you.
3. A.Achillea will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting A. Achillea will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible A. Achillea will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments.
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 have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, you can refer your complaint to the Legal Ombudsman. The Legal Ombudsman will not normally consider a complaint unless:
  1. It is made within 6 months of our final response to you; and
  2. It is made in relation to an act or omission that took place after 5 October 2010 (or you should reasonably have known about the cause or complaint after that date); and
  3. It is made no later than one year from the date of the act or omission or one year from when you should reasonably have known there was cause for complaint.

A referral to the Legal Ombudsman is generally not available to most businesses (unless they are defined as micro enterprises); charities or clubs with an annual income of more than £1m or trustees of trusts with an asset value of more than £1m.

The Legal Ombudsman's contact details are:

**Address:** PO Box 6806, Wolverhampton, WV1 9WJ

**Telephone:** 0300 555 0333 -from 8.30 am to 5.30 pm

**E-mail:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Further guidance is available at: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

10. If you are concerned about our behaviour you can contact the Solicitors Regulation Authority. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit the website to see how you can raise your concerns: [www.sra.org.uk](http://www.sra.org.uk)