

Maxwell Solicitors' Complaints Procedure

Introduction

Maxwell Solicitors is committed to provide a professional, efficient and courteous service to all of our clients. If you feel that we have failed to achieve an acceptable standard of service we want you to tell us as we regard it as an opportunity to monitor and improve our quality of service.

Rest assured, any expression of dissatisfaction about the service you have received from Maxwell Solicitors will be considered seriously and we will ensure that we respond promptly to any complaint. We will investigate your concerns objectively and try to generate a positive and speedy solution.

What to do if you have a Complaint about the Service we have provided

If you have any complaints or grievances over the level of service you have received from Maxwell Solicitors then in the first instance you should contact the person dealing with your case. This is usually the person named in the initial letter we sent to you at the start of your matter. You can do this by telephone, in writing or by email.

If you are not satisfied with the response provided by the person dealing with your case you should then refer the matter to the Complaints handler at Maxwell Solicitors, Malik Saleem. Or if Malik Saleem was handling your case then please refer the complaint to Shafaqat Hayat at Maxwell Solicitors. They will then consider your complaint, carry out an investigation and will provide a proposed solution. Full contact details are set out below:

Malik Saleem

Maxwell Solicitors 31 Green Lane Ilford London IG1 1XG

(T) 020 3288 1011 (F) 020 8711 3378 Email: bodla@maxwellsolicitors.co.uk

Shafaqat Hayat

Maxwell Solicitors 31 Green Lane Ilford London IG1 1XG

(T) 020 3288 1011 (F) 020 8711 3378 Email: shaf@maxwellsolicitors.co.uk

Timescale within which you can expect to hear from us

Your complaint will be acknowledged upon receipt. In most cases we hope that the person dealing with your matter will be able to address your concerns immediately but if that is not possible for any reason we aim to provide a full response within eight

weeks. If the matter is complex you may have to wait a little longer but we will always write to you within eight weeks to provide a full update on progress and to give you an estimate as to when you can expect a full response. If we believe it would be helpful, we may also suggest a face-to-face meeting.

Referral to the Legal Ombudsman

If, following the investigation by the nominated complaint handler, you remain dissatisfied with the final response you may refer your complaint to the Legal Ombudsman. The Legal Ombudsman expects complaints to be made to them within 12 months of you realising there was a concern and within 6 months of your last contact with our firm. The Legal Ombudsman will usually only consider a complaint about the service provided by Maxwell Solicitors if our internal complaints procedure has been followed and exhausted.

The Legal Ombudsman's contact details are as follows:

Legal Ombudsman

PO Box 6806,

Wolverhampton,

WV1 9WJ

Telephone: 0300 555 0333

From overseas: +44 121 245 3050

Minicom: 0300 555 1777

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk