



RAFFLES HAIG SOLICITORS

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RAFFLES HAIG SOLICITORS CLIENT COMPLAINTS POLICY

Dear Client

We are committed to providing a high quality legal service to all our clients. However, if you are not satisfied with our service then you need to tell us about it. This will enable us to improve our standards. Please see below for our procedure for dealing with complaints:

1. If you wish to make a complaint we will ask you to put your complaint in writing and send it to us at the firm's postal address or by email to info@raffles-haig.com.
2. Within 5 working days we will send you a letter, acknowledging receipt, enclosing a copy of this procedure. We will then proceed to investigate your complaint.
3. We will invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 10 working days of sending you the acknowledgement letter.
4. Within 3 working days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting with us or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. If you are not satisfied with the outcome, you can write to us and we will arrange for a review of our decision. We will acknowledge your letter within 5 working days of receiving it.
7. We will then conduct our review and write to you within 10 working days of sending you the acknowledgement letter to confirm this firm's final position regarding the complaint and to explain the reasons for reaching this decision.
8. At this stage, if you are still not satisfied you should contact the Legal Ombudsman for resolution. The Office of the Legal Ombudsman came into effect on 6 October 2010. We very much hope that you will have no cause to complain but at the end of the firm's internal complaints process you will have a further right to complaint to the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333 to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsmen within 6 months of receiving a final written response from us about your complaint.
9. You can also contact, on their website which is at <https://www.sra.org.uk>, the Solicitors Regulation Authority which regulates solicitors in England and Wales.

If we have to change any of the timescales highlighted above we will let you know as soon as possible and explain the reasons why.