



COMPLAINTS POLICY

Our firm's complaints policy

We at Signature Law Ltd are 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 maintain and improve our standards.

Our complaints procedure

Informal resolution

If you are dissatisfied with the service you have received, we encourage you to discuss your issues openly with the relevant fee earner and ask them to resolve your concerns. You should be specific about what you are concerned about and about the changes you would like to see in the fee earner's work or behaviour, so that we can continue to assist you with the highest standards of professionalism.

If, after raising a concern with your fee earner you are still dissatisfied with either the service or their response to your concern, you can discuss your matter or write your complaint to the Firm's practice manager Nicoletta Crivellaro available at nicoletta@signaturelaw.co.uk

The Firm's Practice Manager will look at the complaint and will attempt to resolve it by reaching a mutually agreeable outcome. The Practice Manager may wish to speak with you over the phone or require more information from you and the fee earner dealing with your matter to try to resolve the situation as quickly as possible.

In the event of a complaint about our Practice Manager, you should write to Sital Somaiya, the Director of Signature Law, available at sital@signaturelaw.co.uk

Sital Somaiya is the complaints' representative and will be the point of escalation to all formal complaints about staff or against the Firm.

Formal resolution

In the event you feel that your complaint needs to be escalated to a formal and full investigation, please write to either the Practice Manager or Sital Somaiya and ask them to investigate your matter. You should be specific about what has caused you concern and what outcome you seek as a result of your complaint.

What happens next?

1. We will acknowledge your complaint in writing, and will share our complaint's policy with you, so that you know what to expect and the timelines involved before a full response is sent out to you. If necessary, we will invite you to come to the office or arrange a call over the phone and confirm exactly what the nature of the problem is.

At Signature Law we take complaints very seriously and every effort will be made to ensure that positive working relationships are maintained or restored. While the Firm is legally allowed up to 8 weeks to provide clients with a substantive response to all formal complaints, we always aim to resolve problems much quicker, usually within 2 or 3 weeks.

2. We will record your complaint in our central register, and we will open a file for your complaint. We will do this within one working day of having the complaint in writing.

3. We will start to investigate your complaint. We will appoint a complaint representative to look into your complaint.

This may involve one or more of the following steps:

- a) Ask the person you are complaining about to formulate a response to your complaint
- b) Gather feedback and evidence from the person you are complaining about
- c) Gather feedback and evidence from the people associated with the person you are complaining about
- d) Gather and review a timeline of the event, incident, etc...
- e) Review all the notes on your file
- f) Review all the calls to and from the Firm
- g) Review all the calls to and from the Firm on behalf of your representative or people and organisations involved in your transaction
- h) Review internal recording

The complaint's representative will then examine the response addressed to you and all the information in your complaint file. They will also speak to the person who acted for you.

4. The complaint's representative will then write to you inviting you to see them and discuss the response to your complaint and hopefully resolve it.

If you do not want a meeting, or it is not possible, the complaint's representative will send you an email with the outcome of their investigation. This will include considerations on whether your desired outcome can be achieved as well as suggestions for bringing the matter to a satisfactory conclusion for all parties involved.

Second review

5. If at the end of the investigation you believe that new evidence has come to light in support of your complaint and you believe it may lead to a different conclusion, you can write to the complaint's representative and ask them to review the complaint again. They will respond to you within 5 working days from receiving your request for a further review.

Escalation process

7. As a last resort, in the unlikely event that all the attempts made to resolve your complaint have failed, you have also the right to escalate the matter to someone who is not connected with the initial complaint and investigation, usually the Director of the Firm. They will look into this matter and respond to you within 10 days. At this time, they will confirm the Firm's full and final position on your complaint and explaining their reasons.

8. In the event the Firm does not hear from you within 2 months of sending the final position on your complaint, we will deem this as being resolved.

Complaint to the Legal Ombudsman

9. In the event of having exhausted the Firm's procedure but you are not satisfied with the outcome of the complaints procedure, you can contact the Legal Ombudsman. The contact details are: Legal Ombudsman, PO BOX 6167. Slough, SL1 0EH. Tel No: 0300 555 0333. Email: enquiries@legalombudsman.org.uk.

Note that any matters should brought to the attention of the Legal Ombudsman not later than one year from the date of (a) the act or omission being complained about; or (b) when a person should have realised that there was cause for a complaint.

Complaints to the SRA

10.. You are also within your rights to make a Complaint to the SRA (Solicitors Regulation Authority) should you wish to do so. Please use this link to contact them, the SRA will expect you to complete a form details of which can be found at:

<https://www.sra.org.uk/consumers/problems/report-solicitor/>