

COMPLAINTS PROCEDURE

What is a complaint?

A complaint is any expression of client dissatisfaction which is not resolved immediately between the fee earner and the client concerned.

How should the client complain?

A client is requested to complain in writing if at all possible by mail, fax or e-mail to Mr Rahil Khan, Complaints Director, at:

Postal : AFG LAW LIMITED, 20 Mawdsley Street, Bolton, BL1 1LE

Fax : 01204 364611

E-mail : rahil.khan@afglaw.co.uk

If it is not possible for the complaint to be put in writing, the client is requested to contact Mr Khan directly or, if he is not immediately available, his secretary in order that immediate steps can be put in place to investigate the complaint.

If a complaint is identified through opening the post through the Client Feedback procedure or directly to a fee earner or secretary, that complaint must be referred to Mr Khan immediately. In his absence it must be referred to Anita Boardman. In the event of any complaint against Mr Khan, it should be referred immediately to Miss Boardman.

Mr Khan will acknowledge the complaint within 3 working days of receipt and will set out a time table for a further more detailed response to the client.

It is the firm's policy to ensure that all complaints are fully investigated within no more than 28 days. We will endeavour to resolve complaints quicker if at all possible. There will be occasions when complaints take longer to resolve, particularly for example if further information is required from the client or the case is one of considerable complexity.

All clients have the right to refer the matter to the Legal Ombudsman at any time and in particular if the complaint has not been resolved within 8 weeks.

If clients wish to meet Mr Khan, then they are to be given an appointment to try and resolve matters face to face.

Complaints referred by the Legal Ombudsman

It is possible that a client may complain directly to the Legal Ombudsman without first following the procedure stated above. In those circumstances, if the Legal Ombudsman contacts the fee earner directly, the fee earner must immediately refer that complaint to Mr Khan without responding to it himself or herself.

Complaints Review

It is the responsibility of Mr Khan to prepare a written review of all complaints records each year to enable him to report to the firm any trends. This will form part of an annual management/reports review which is considered by the Directors and reported to the relevant staff. It is important that all personnel learn from their experience and address any underlying problems. In this way the firm can use its complaints data to help to prevent future difficulties.

Making complaints against other solicitors

There may be occasions when a complaint has to be made by the firm against other solicitors. In those circumstances the agreement of a Director is required before such a complaint is made on behalf of the client.

The Legal Ombudsman may be contacted at:

Postal : The Legal Ombudsman
 PO Box 6806
 Wolverhampton
 WV1 9WJ

E-mail: enquiries@legalombudsman.org.uk

The website is www.legalombudsman.org.uk