

DANIEL FRANCIS SOLICITORS COMPLAINTS PROCEDURE FOR CLIENTS

STAGE ONE - Where to Begin

If you are dissatisfied with any aspect of the service you receive from us, you should in the first instance raise your concerns directly with the person dealing with your matter. We expect that the majority of complaints will be quickly and satisfactorily resolved at this stage.

STAGE TWO - If you are not satisfied

If you are not satisfied with the response you receive or how your complaint is dealt with, you should ask for your complaint to be referred to Mary Eniolu, the Managing Principal who implements our complaints handling procedure.

If we are unable to resolve your complaint straight away, you will receive an acknowledgement within 5 working days and a further response within 4 weeks.

STAGE THREE - If you are still not satisfied

We hope your complaint is resolved before this stage is reached however in the unlikely event you remain dissatisfied with the outcome of your complaint even after the intervention of the Managing Principal, you are able to forward your complaint on to the Legal Ombudsman who is independent from the Legal profession and consider complaints about solicitors or barristers.

The Legal Ombudsman will be able to deal with your complaint if you are a member of the public, a very small business, a charity, a club or a trust. If you are unclear of your position you can contact the Legal Ombudsman directly for clarification. If you are unclear of your position you can contact the Legal Ombudsman directly to clarify. You can download an application form and send it to: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ; Tel: 0300 5550333; E-mail: enquiries@legalombudsman.org.uk; Website <https://www.legalcomplaints.org.uk/>

Please note the Legal Ombudsman allows for solicitors to be given a maximum of eight weeks for the complaint to be resolved before they accept the complaint for investigation. Please also note they have set time limits so that you have up to six years from the date of the act/omission, or three years from when you should have known about the complaint. Please also note you have six months from the end of our complaints process to take a complaint to the Legal. We will notify you in writing once we get to the end of our complaints process.