

Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need our clients to tell us about it. This will help improve our standards. Whenever possible, please raise any initial client care problems with the person acting on your case to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way.

If you are unhappy about any aspect of the service you have received, or about the bill, please contact us by post to our office at 3rd Floor, 45 Albemarle Street, Mayfair, London, W1S 4JL, telephone 0203 442 4262 or email complaints@sandsfordlaw.co.uk.

We have a procedure in place which details how we handle complaints as follows:

The procedure

1. We will call you or send you correspondence acknowledging receipt of your complaint within 5 working days of receiving it, enclosing a copy of this procedure where possible.
2. We will investigate your complaint. This will normally involve the person dealing with your file reviewing your complaint and providing a written response to you within 6 weeks of receipt of your complaint.
3. If you are unsatisfied with our first response you can request that your complaint is escalated to our Compliance Office and Complaints supervisor, Ms Rebecca Riches, who will review your matter file and speak to the member of staff who acted for you.
4. Rebecca Riches will then provide our final written response within 4 weeks of the date of your request to escalate the complaint to her.
5. If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. We would hope that this does not become necessary and that we can resolve matters between ourselves. Contact details for the Legal Ombudsman are as follows:
 - PO Box 6167
Slough
SL1 0EH
0300 555 0333
 - enquiries@legalombudsman.org.uk
 - www.legalombudsman.org.uk

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within the following timescales:

1.
 - a. one year from the date of the act or omission being complained about; or
 - b. one year from the date when the complainant should have realised that there was cause for complaint.
 - c. The Legal Ombudsman will not accept complaints where the act or date of awareness was before 6th October 2010.
 - d. If we have to change any of the above timescales, we will let you know and explain why.

Alternative dispute resolution

Alternative complaints bodies exist which are competent to deal with complaints about legal services should both you and our firm consent to use such a scheme. In the event that you wish to use an alternative complaint body, you should advise us and we will then state if we agree.

Complaints in relation to bills

The procedure above also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. The Legal Ombudsman may not consider a complaint about a bill if you have applied to the Court for assessment of that bill.

Raising concerns with our regulator

The Solicitors Regulation Authority (SRA) can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can find information about raising your concerns with the SRA at www.sra.org.uk in the 'For the public' section.