

## RM Legal Solicitors LLP- Complaints Procedure

### Complaints Handling Policy

We 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 improve our standards.

If you have a complaint, please contact us with the details. Our contact details are as follows:

Russell Mozumder  
Client Care Partner  
RM Legal Solicitors  
Avenue House  
38 The Avenue  
Southampton SO17 1XN  
Tel: 023 8092 6060      E: [info@rm-legal.co.uk](mailto:info@rm-legal.co.uk)

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

You may raise your concerns with the Solicitors Regulation Authority (SRA), if you are concerned regarding dealing with your matter such as dishonesty, unreasonably taking of or losing your money or treating you unfairly because of your age, a disability or other characteristic.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Russell Mozumder, who will review your matter file and speak to the member of staff who acted for you.
3. Mr Russell Mozumder will then invite you to a meeting to discuss and hopefully resolve your complaint. Mr Mozumder will do this within 14 to 21 days of sending you the acknowledgement letter.
4. Within seven days of the meeting, Mr Russell Mozumder will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Russell Mozumder will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the firm to review his/her own decision or appropriate alternative such as to review your complaint by another local solicitor or local Law Society to review the decision.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman, PO Box 6808, Wolverhampton, WV1 9WJ about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)) within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).