

OUR COMPLAINTS 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.

This policy sets out a law firm's procedure for clients or third parties to make complaints to the firm. If you have a complaint, please contact us with the details.

WHAT WILL HAPPEN NEXT?

- We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally involve passing your complaint to the Matter Partner, who will review your matter file and speak to the member(s) of staff who acted for you. It may be that the Matter Partner is not best placed to respond. Where this is the case you will be notified of who will be dealing. You may also request that someone other than the Matter Partner deals with your complaint.
- We may also, if appropriate, invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter. If we need longer, we will let you know.
- Within three days of the meeting, the Matter Partner or allocated person to deal with your complaint will write to you to confirm what took place and any solutions s/he has agreed with you.
- If you do not want a meeting or it is not possible or appropriate, the Matter Partner 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.
- At this stage, if you are still not satisfied, you should contact us again and we will arrange for our Managing Partner to review the decision.
- 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.
- If you remain dissatisfied there may be other options open to you, dependent on local regulations. Please contact us for further details or seek independent legal advice.
- To help us to understand your complaint, and in order that we do not miss anything, please tell us:
 - your full name and contact details;
 - what you think we have got wrong;
 - how you would like your complaint to be resolved: and
 - your file reference number (if you have it).
 - If you require any help in making your complaint, we will try to help you

Should you have any questions please contact us at: clientfeedback@tamimi.com.