

## Awan Legal Associates Complaints Procedure

The Law Society of England and Wales is a designated professional body for the purposes of the Financial Services and Markets Act 2000, but responsibility for regulation and complaints handling has been separated from the Law Society's representative function.

The Solicitors Regulation Authority is the independent regulatory body of the Law Society.

The Legal Ombudsman is the independent body who deals with complaints against solicitors. If you are unhappy with any insurance advice you receive from us, you should raise your concerns with either of those bodies.

Awan Legal Associates Ltd is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill, please contact Ms. Nargis Awan on 07867723472 or [nargis@awanlegal.co.uk](mailto:nargis@awanlegal.co.uk) or by post to our office. We have a procedure in place, which details how we handle complaints, which is available at our office. 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 first put your complaint in writing to us and we will respond as soon as reasonable or aim to respond within 14 days at the latest but this can take up to eight weeks to fully investigate.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ (Tel: 0300 555 0333; website – [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk); email – [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)) to consider the complaint. The time limits for the Ombudsman accepting a complaint are:

“Ordinarily:

- 1) The act or omission, or when the complainant should reasonably have known there was cause for complaint, must have been after 5 October 2010; and
- 2) The complainant must refer the complaint to the Legal Ombudsman no later than:
- 3) Six years from the act/omission; or
- 4) Three years from when the complainant should reasonably have known there was cause for complaint.”

· In exceptional circumstances the Ombudsman may consider extending these time limits.

The time limit for a client to complain to the Legal Ombudsman remains six months from the end of our complaints process.

Please note that we are not obliged to follow the dispute resolution process (complaints process) if:

- 1) The firm seeks an order restraining the client from committing an act or compelling the client to do an act;
- 2) A judgment or award for a liquid sum where there is no arguable defence;
- 3) The enforcement of an agreement, order or award.

There may be a right to object to any of our invoices by making a complaint to the Legal Ombudsman whose contact details are set out above and/or by applying to the Court for an assessment of the bill under Part III of the Solicitor's Act 1974 but you should be aware that the Legal Ombudsman may not consider a complaint about our invoice if you have applied to the court for assessment of the invoice.

After you have received our final written response, in the unlikely event that you feel that your complaint has still not been resolved, you may be entitled to refer your complaint to the Legal Ombudsman as above. If your complaint relates to matters of professional conduct, then it may be appropriate for you to escalate this to the Solicitors Regulation Authority. Respective contact details are below:

Legal Ombudsman Service, PO Box 6806, Wolverhampton, WV1 9WJ

Tel: 0300 555 0333

Web: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Tel: 0370 606 2555

Web: [www.sra.org.uk](http://www.sra.org.uk)