

Bluestone Solicitors - Complaints Policy

The firm aims to offer an efficient and effective service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

At the outset of your matter, we will inform you in our client care letter of the lawyer(s) working on your case, as well as their supervisor.

In the first instance, it may be helpful to contact the lawyer or the lawyers' supervisor who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage.

If we are not able to resolve your concern and you remain dissatisfied with any aspect of the service offered you can make a complaint directly to our firm's principal, Abuhammad Safiullah by email at info@bluestonesolicitors.co.uk or by post to our office address.

Making a complaint will not affect how we handle your case.

A copy of our complaints procedure is available on request.

As a matter of professional practice we specifically draw to your attention:

- You have a right to complain in the event that you are dissatisfied with our service;
- that this could include a complaint about the firm's bill;
- that 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;
- that if all or part of a bill remains unpaid the firm may be entitled to charge interest;

What to do if we cannot resolve your complaint?

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have tried to resolve your complaint with this firm but remain dissatisfied, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint; and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

- Visit: www.legalombudsman.org.uk
- Call: 0300 555 0333 between 9am to 5pm
- Email: enquiries@legalombudsman.org.uk

- Post: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

Conduct and misbehaviour

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 raise such concerns with the Solicitors Regulation Authority