

We want to give you the best possible 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.

In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure. Making a complaint will not affect how we handle your case. We will be pleased to learn your concern to resolve the matter at that stage at your satisfaction.

### **Complaint Procedure**

Whilst we strive to provide the highest standards of service to our clients, we realise that sometimes things can go wrong. As part of our commitment to providing and maintaining our high standards, we have introduced a formal complaints procedure and this is set out below.

1. If you have a complaint about our service, please set this out, in writing (letter or email), giving as much details as you can about the nature of the complaint, and send this to Mr Ziaur Rahman, the firm's nominated complaint handling Partner, Mr Rahman's contact details are:

Email: [z.rahaman@huberslaw.co.uk](mailto:z.rahaman@huberslaw.co.uk).

Tel: 02034880953

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2. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. You can expect to receive our letter within five days of us receiving your complaint.
3. We will record your complaint in our central register and open a separate file for your complaint. We will do this within three working days of receiving your complaint.
4. We will then start to investigate your complaint. This will normally involve the following steps:
  - Hubers Law will ask the member of staff who acted for you to draft a reply to your complaint within five days.
  - He will then examine their reply and the information in your complaint file, and, if necessary, he may also speak to them. This will take up to three days from receiving their reply and the file.
  - You will then receive a detailed reply to your complaint within 10 days from the date of receipt of your letter of complaint. If the reply is likely to take longer than 10 days we will inform you within five days of receiving your complaint of the proposed timescale for a detailed reply.

5. If you are not satisfied with our response you must contact us again. We will then arrange to review our decision. This will happen in one of the following ways:

- We will ask you to attend a meeting to discuss and hopefully resolve your complaint.
- Another partner of the firm will review Hubers Law's decision within 10 working days.
- We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

**What to do if we cannot resolve your complaint:**

- **Complaint to the Legal Ombudsman**

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.

The Legal Ombudsman deals with all aspects of poor service, such as

- delayed or unclear communication
- problems with your fees, or
- loss of documents.

The Legal Ombudsman can

- order the lawyer or firm to apologise,
- order the lawyer or firm to refund all or part of your fees
- order the lawyer or firm to return your documents, and
- pay compensation if you have lost out due to poor service.

The Legal Ombudsman's investigators aim to resolve cases quickly and informally by helping you and the firm or lawyer to come to an agreement. If they are unable to do that, an Ombudsman will be asked to make a decision. Those decisions are legally binding and they can enforce them through the courts if necessary.

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, 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.

### **Contact details**

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

Call: 0300 555 0333 between 9.00 to 17.00.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

- **Complaint to Solicitors Regulations Authority**

You can also make a complaint to the Solicitors Regulation Authority who can help 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.

Most of the time, complaints about solicitors are about poor service, and therefore should be sent to the Legal Ombudsman. If the Legal Ombudsman thinks your case involves a breach of SRA Principles, they will refer your case to us. However, you should report the matter directly to SRA if you think we have breached an SRA Principle.

Visit SRA website to find out details concerning complaint to SRA and to see how you can raise your concerns with the **Solicitors Regulation Authority**

<https://www.sra.org.uk/consumers/problems/report-solicitor/>