

If you have a complaint, please raise the problem with the solicitor dealing with your matter, or, if you prefer, our Partner, Soheel Bhandari. He can be contacted by email at soheelbhandari@kirkandpartners.co.uk or by telephone by calling our office telephone number. We will attempt to deal with your complaint informally if appropriate and only with your agreement. If the matter cannot be resolved in this way we will follow the formal complaints procedure.

1. We will ask you to let us have details of your complaint in writing (if you have not already done so) and acknowledge receipt of your complaint in writing within 5 working days of receiving it. We may ask you to confirm or explain the details set out.
2. We will acknowledge your reply (if relevant) to our acknowledgement letter.
3. We will within 5 working days of receipt of full details of your complaint start the investigation. This will normally involve the following steps:-
 - (i) The member of staff who acted for you will be approached and asked to prepare a reply to your complaint within 10 working days.
 - (ii) We will then examine their reply and the information in your matter and complaint files.
 - (iii) We will then send you a detailed reply to your complaint. This will include suggestions for resolving the matter. We will do so within 10 working days of completing our investigation.

Sometimes it may not be possible to adhere to these time limits due to illness, holidays or the firm's closure due to bank holidays. If this is the case then you will be contacted to confirm the delay and the reason or reasons for it.

- (iv) At this stage, if you are still not satisfied, you can write to us again and we can then arrange for a review of our decision which will be dealt with by another partner of the firm who will review the decision within 10 working days.

- (v) We will let you know the result of the review within 5 working 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.
4. If you are still not satisfied, you can contact the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk. Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.
 5. Additionally, if you believe that we have breached the SRA Principles you can report us to the Solicitors Regulation Authority. In order to do so you should complete a Report Form setting out your concerns clearly, identifying the individuals you consider responsible and attaching any evidence you have in support. For further information you should contact the Solicitors Regulation Authority on 0370 606 2555 or at www.sra.org.uk.