

NAHLIS CHRISTOU – Our Complaints Handling Procedure

Our Complaints Handling Procedure tells you how we will deal with your complaint and how long it is likely to take. It also provides you with important information about what you can do if you are not happy with the way in which we are dealing with your complaint, or about our final decision.

Designated Complaints Handler

If you have any concerns about our service, our work, or our charges, you should discuss these first with the individual who has day-to-day control of your matter. If this person cannot satisfactorily address your concerns and you wish to make a complaint, please contact our Designated Complaints Handler, **Christopher Christou Error! Bookmark not defined.**

Christopher is a **Partner** and you can write to him at 243 Gray's Inn Road, London WC1X 8RB.

or send an email to chc@nahlischristou.co.uk

Step One: Acknowledging your Complaint

Within two working days of receiving your complaint, it will be recorded in our Complaints Register and a separate file will be opened in which we will store any correspondence and other documents relating to your complaint. Within two working days we will also send you a letter acknowledging your complaint.

Step Two: Investigating your Complaint

We will investigate your complaint. This will usually include:

- Reviewing your complaint
- Reviewing your file(s) and any relevant documentation and,
- Liaising with the person dealing with your matter

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time

We will update you on the progress of your complaint at appropriate times.

We may need also, if appropriate invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone or video conference.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within **21** days of the date of our letter of acknowledgement.

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Step Three: The Legal Ombudsman

We have 8 weeks to consider your complaint. If we have not resolved it within this timeframe or you are dissatisfied with our response you may refer your complaint to the Legal Ombudsman provided you do so within six months of receiving a final response to your complaint.

In addition, there are also time limits that apply to the date you first became aware or should have become aware of the problem causing your complaint. The relevant time limits are set out in the version of the Legal Ombudsman's Scheme Rules in force from time to time (which can be accessed at: <http://www.legalombudsman.org.uk/downloads/documents/publications/Scheme-Rules.pdf>) or by contacting the Legal Ombudsman using the contact details provided below) and may only be extended by the Legal Ombudsman in exceptional circumstances. Currently the Scheme Rules state that you must refer the complaint to the Legal Ombudsman no later than:

- one year from the act/omission; or
- one year from when you should reasonably have known there was cause for complaint

Ordinarily, you cannot use the Legal Ombudsman unless you have first attempted to resolve your complaint using our Complaints Handling Procedure, but you will be able to contact the Legal Ombudsman if:

- The complaint has not been resolved to your satisfaction within eight weeks of first making the complaint to us; or
- The Legal Ombudsman decides that there are exceptional reasons why the Legal Ombudsman should consider your complaint sooner, or without you having to use our internal Complaints Handling Procedure first; or
- The Legal Ombudsman considers that your complaint cannot be resolved using our internal Complaints Handling Procedure because the relationship between you and us has broken down irretrievably.

If you wish to make a complaint to the Legal Ombudsman you must be one of the following:

- An individual;
- A micro-enterprise as defined in European Recommendation 2003/361/EC of 6 May 2003 (broadly, an enterprise with fewer than 10 staff and a turnover or balance sheet value not exceeding €2 million);
- A charity with an annual income less than £1 million;
- A club, association or society with an annual income less than £1 million;
- A trustee of a trust with a net asset value less than £1 million; or
- A personal representative or the residuary beneficiaries of an estate where a person with a complaint died before referring it to the Legal Ombudsman.

If you are not, you should be aware that you can only obtain redress by using our Complaints Handling Procedure or by mediation or arbitration, or by taking action through the Courts.

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Legal Ombudsman Contact Details

Address: PO Box 6267, Slough SL1 0EH
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

Alternative Dispute Resolution

Alternative Dispute Resolution (ADR) bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme, eg *Ombudsman Services* or *ProMediate*. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

Complaints about our professional conduct or behaviour

Our regulatory body, 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.

We are bound by various professional standards and regulations which can be viewed at <https://www.sra.org.uk/> You can also see more information about the help the SRA can give to you here: <https://www.sra.org.uk/consumers/problems/report-solicitor.page>

Solicitors Regulation Authority Contact Details:

Address: The Cube, 199 Wharfside Street, Birmingham, B1 1RN
Telephone: The Solicitors Regulation Authority's contact centre's number is 0370 606 2555
Email: report@sra.org.uk
Website: www.sra.org.uk

What will it cost?

We will not charge you for handling your complaint. Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. This is explained in our Terms of business.

The Legal Ombudsman service is free of charge.