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Complaints Handling Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us via email, telephone, or letter with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 3 days of receiving it, enclosing a copy of this procedure.
2. Miss Kem Masinbo-Amobi will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
3. Within three days of the meeting, Miss Kem Masinbo-Amobi will write to you to confirm what took place and any solutions she has agreed with you.
4. If you do not want a meeting, or it is not possible, Miss Kem Masinbo-Amobi will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. If the response is not to your satisfaction, you will then have 14 days within which to request a review of our decision.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.
7. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint. The details are as follows:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH
0300 555 0333

enquiries@legalombudsman.org.uk

LeO Limitation Data - As of 01 April 2023 the time periods for reporting a complaint to the Legal Ombudsman is no longer than:

- Within six months of receiving our final response to your complaint
and
- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

If we need to change any of the timescales above, we will let you know and explain why.

KMA SOLICITORS