COMPLAINT PROCEDURE

All solicitors must attempt to resolve problems that may arise with their services. It is therefore important that you immediately raise any concerns you may have with us. We value you and would not wish to think you have reason to be unhappy with us.

We are committed to and confident of providing a high quality service in all respects. If, however, you have any queries or concerns about our work for you or about our bill, please raise them in the first instance with fee earner who is dealing with your matter by telephone, fax or post. We have a procedure in place which details how we handle complaints which could be obtained by contacting Mr Adolph Okoro who is this firm’s client care compliant officer. We have eight weeks to consider your complaint.

Graceland Solicitors is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you receive, or about the bill, please contact the person dealing with your case in the first instance. If after discussing the matter with the case worker, the difficulty remains unsolved, you should write to our Client Care Supervisor, Mr. Adolph Okoro who can be contacted at the above mentioned address. We aim to resolve your complaint within eight weeks of your notification. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman (LeO) at PO Box 6806, WolverhamptonWV1 9WJabout your complaint. You can also e-mail the Legal Ombudsman (LeO) at enquiries@legalombudsman.org.uk or telephone them on 0300 555 0333 or +44 121 245 3050 if calling from overseas to consider the complaint. Please note that it is not everybody that is eligible to make complaint through Legal Ombudsman, however individuals are eligible. For further information, please access the Legal Ombudsman (LeO)’s website: www.legalombudsman.org.uk. Any complaint to the Legal Ombudsman (LeO) must usually be made within six months of the date of our final decision on your complaint. You may obtain a copy of our firm’s Complaints Procedure from our office.

The Legal Ombudsman cannot accept a complaint if more than six years have passed since the act or omission complained of, or (if the act/omission is more than six years’ old) more than three years have passed from when you should reasonably have known that there were grounds for complaint. In neither case can the relevant date be before 6 October 2010.

If you have any concerns about our conduct, ethics or behaviour you can complain to the Solicitors Regulation Authority. www.sra.org.uk

If your complaint is about your bill, you can apply for an assessment of the bill under Part III of the Solicitors Act 1974. The Legal Ombudsman cannot consider a complaint about the bill if you have applied to the Court for assessment of the bill. We may be able to charge interest on all or part of an unpaid bill.

Any concerns about our commitment to equality and diversity will be dealt with in line with our Equality and Diversity Policy, a copy of which is available on request.