

Complaints procedure

If you have a complaint, please contact me, Saphra Ross. To put your complaint in writing please email info@srosslaw.co.uk.

I will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of the procedure.

I will then investigate your complaint. This will involve a full review of your case.

I will then invite you to a meeting to discuss and hopefully resolve your complaint. I will do this within 14 working days of sending you the acknowledgement letter.

Within five working days of the meeting, I will write to you to confirm what took place and any solutions we have agreed.

If you do not want a meeting or it is not possible, I will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.

If you are still not satisfied at this stage, you should contact me again and I will review the decision.

I will write to you within 14 working days of receiving your request for a review either offering to arrange a further meeting with you or informing you of my final position on your complaint and explaining my reasons.

If you are still not satisfied with the outcome at this stage, then you can contact: the Legal Ombudsman at: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Any complaint to the Legal Ombudsman must ordinarily be made within six months of the date of my final written response to your complaint. For further information, you should contact: Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk