

Unique Solicitors

Formal Written Complaints Handling Procedure

UNIQUE SOLICITORS are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it.

If you have an issue that has not been resolved satisfactory by informal means, you can invoke our formal written complaints procedure. You can invoke the formal process either via email (Indika.kommalage@uniquesolicitors.co.uk) or by post to Indika K Kommalage, Unique Solicitors, Ground Floor, 415a London Road, Mitcham, Surrey CR4 4BJ.

This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 7 days of your raising your concerns, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, [Mr Indika K Kommalage], who will review your matter file and speak to the member of staff who acted for you.
3. Mr Indika K Kommalage will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mr Kommalage will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Kommalage will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another partner to review the decision.
7. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons. If we have to change any of the timescale above, we will let you know and explain why.
8. If you are still not satisfied, you can contact the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ www.legalombudsman.org.uk 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.

The Legal Ombudsman can investigate complaints up to 6 years from the date of action/omission or within 3 years from when you should reasonably have known there was cause for complaint. However, if we send a final written response to your complaint within 8 weeks of receiving it, the time limit for you to refer the matter to the Legal Ombudsman would be 6 months from the date of final response as mentioned above.

Unique Solicitors