



COMPLAINTS PROCEDURE

Brahams Dutt Badrick French LLP is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill, please contact Alistair French on alistairfrench@bdbf.co.uk, or 0203 828 0354 or by post to our office.

When we receive your complaint we will acknowledge it within 2 working days and send you a copy of this procedure.

We will begin our internal investigation into your complaint and may invite you to a meeting if we feel it will be beneficial. We will do this within 21 days of receipt of your complaint. You can also request a meeting with us.

Following our meeting, or if a meeting is not appropriate or you do not wish one to take place, we will write to you with the outcome of our internal investigation.

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

If we have to revise any of the above timescales, we will let you know.

If you are not satisfied with our handling of your complaint we can arrange for another solicitor, who has not been involved in the matter or in the investigation of your complaint, to consider your complaint again.

If we have been unable to settle your complaint using our internal complaints process, you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints.

You have six months from the date of our final response in which to complain to the Legal Ombudsman:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

Alternative complaints bodies (such as Pro Mediate UK Limited: www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We may agree to use Pro Mediate UK Limited in appropriate circumstances.

We hope that you will not need to complain about our service and wish to work with you throughout our relationship to ensure that your aims are met. We value all feedback, positive and otherwise, so we take your comments and concerns very seriously and we will never charge you for dealing with a complaint.