

ART LAW STUDIO LTD
COMPLAINTS PROCEDURE

Our Complaints Procedure

We are committed to the provision of excellent legal advice and client care. If 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 our Founding Partner with the details.

What will happen next?

- 1 We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this Procedure.
- 2 We will then investigate your complaint. This investigation will normally be conducted by the firm's Founding Partner. He will review your matter file and, where he was not handling the matter himself, speak to the individual(s) who acted for you.
- 3 You may be invited to a meeting to discuss and hopefully resolve your complaint, if applicable, within 14 days of our sending you the acknowledgement letter.
- 4 Within three working days of such meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
- 5 If a meeting is not applicable or possible, we will send you a detailed written reply to your complaint, including our 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 and we will arrange for a final review of your complaint by our Founding Partner who will consider any further concerns or circumstances you have raised.
- 7 If applicable, he 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.
- 8 If you are still not satisfied, you may be able to refer your complaint to the Legal Ombudsman by email at enquiries@legalombudsman.org.uk, by post at PO Box 6806, Wolverhampton WV1 9WJ or by telephone on 0300 555 0333 (if calling from the UK) or +44 121 245 3050 (if calling from outside the UK). Any referral to the Legal Ombudsman must usually be made within six months of our written response to your complaint.
- 9 Solicitors are obliged to submit to the alternative dispute resolution procedure operated by the Legal Ombudsman, if the client qualifies for its use (see www.legalombudsman.org.uk).
- 10 The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).