

COMPLAINTS POLICY

OBEID LEGAL SERVICES AND CONSULTANCY LTD
T/A
OBEID SOLICITORS

DEC24

SRA Regulated
8009531

Tel: 0161 706 2020 | Email: [Bell@obeidsolicitors.co.uk](mailto:bell@obeidsolicitors.co.uk) | Website: www.obeidsolicitors.co.uk

Obeid Solicitors is a trading name of Obeid Legal Services & Consultancy Ltd, company number 11168748, registered at City View House, 5 Union Street, Ardwick Manchester, England, M12 4JD.

Obeid solicitors is authorised and regulated by the SRA number 8009531.

1. OBJECTIVE AND COMMITMENT TO CLIENTS

Obeid Solicitors is committed to delivering the highest standard of legal services to our clients. We value feedback, and where clients feel that our service has not met their expectations, we see it as an opportunity to review and enhance our practices. Our approach to complaints is prompt, objective, and thorough, ensuring that all concerns are addressed in line with professional standards and regulatory requirements.

2. DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction relating to the service, conduct, or fees provided by Obeid Solicitors. This may come from:

1. Current or former clients
2. Third parties affected by our services
3. Authorised representatives acting on behalf of the above

3. HOW TO RAISE A COMPLAINT

Clients can raise complaints directly with the solicitor handling their matter. Alternatively, they may contact our Complaints Officer:

Complaints Officer: Amir Obeid
Email: complaints@obeidsolicitors.co.uk
Telephone: +44 7305509111

If you require assistance in making a complaint, please let us know so we can provide the necessary support.

4. COMPLAINTS PROCEDURE

Receipt and Acknowledgement

Upon receipt of a complaint, we will:

1. Acknowledge the complaint in writing within five working days.
2. Provide an outline of the complaints process and the expected timeframe for resolution.

Investigation Process

The complaint will be investigated by the Complaints Officer, who may:

1. Review all relevant case files and correspondence.
2. Discuss the matter with the solicitor(s) involved.
3. Request further information or clarification from the complainant, if necessary.

Response Timeline

We aim to provide a full written response within 28 days of acknowledging the complaint. If additional time is required, we will notify the complainant in writing, explaining the delay and specifying a new deadline.

Informal Resolution

Where appropriate, we may suggest informal resolution methods, such as a meeting or telephone discussion between the client and the relevant staff member.

Final Decision

Once the investigation is complete, a formal written response will be issued. This will include:

1. A summary of the findings.
2. Any actions taken or proposed to resolve the complaint.
3. Information on the client's right to escalate the matter if they remain dissatisfied.

5. ESCALATION

Legal Ombudsman

If the complaint remains unresolved, clients may contact the Legal Ombudsman. Complaints to the Legal Ombudsman must be made:

1. Within six months of our final written response.
2. Within one year of the issue or when the complainant became aware of the issue.

Contact Details for the Legal Ombudsman:

Website: www.legalombudsman.org.uk

Telephone: 0300 555 0333

Email: service.complaints@legalombudsman.org.uk

Address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

For complaints involving issues such as dishonesty or professional misconduct, clients may contact the SRA:

Contact Details for the SRA:

Website: www.sra.org.uk

Telephone: 0370 606 2555

Email: contactcentre@sra.org.uk

Address: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Bill Disputes

If the complaint relates to a bill, clients may have the right to apply for a detailed assessment under the Solicitors Act 1974. This must generally be done within one month of receiving the bill, and it may be affected by other legal proceedings.

6. RECORD-KEEPING AND MONITORING

The Complaints Officer will maintain a register of all complaints, including the nature of the complaint, the steps taken to resolve it, and the outcome. These records are reviewed periodically to identify trends and implement improvements to our service.

7. CONFIDENTIALITY

All complaints will be handled in strict confidence. Information related to complaints will only be shared with those directly involved in the investigation and resolution. We are committed to complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 in handling any personal data during this process.

8. ACCESSIBILITY OF THE POLICY

This policy is readily available to clients upon request and can be accessed via our website or by contacting the Complaints Officer directly.

9. PERIODIC REVIEW AND CONTINUOUS IMPROVEMENT

Obeid Solicitors is committed to ongoing improvement. We periodically review our complaints policy to ensure it remains effective, client-focused, and compliant with the Solicitors Regulation Authority's Code of Conduct and Law Society Standards.