

PENN FARADAY S O L I C I T O R S

COMPLAINTS PROCEDURE

We are committed to providing a high quality legal service to all our clients. When something goes wrong we need you to tell us about it so that we can improve our standards and in particular our service to you.

We trust like the vast majority of our clients you will not feel it necessary to complain. If a problem does arise we should be obliged if you would draw the matter to our attention immediately and we will endeavour to resolve it at an early stage.

However, if you do wish to make a formal complaint we have an established procedure in place. You should contact Afan Bashir in the first instance who is a Manager at Penn Faraday Solicitors. You can write to him at 23 Queen Street Oldham OL1 1RD or contact him by e-mail on abashir@pennfaraday.com. The Complaint Partner is Mrs Shomaila Younas.

What will happen next?

You will be sent an acknowledgment and, if necessary, asking you to amplify or explain the details of your complaint. You will also be given the name of the person who will be dealing with your complaint if not Mr Bashir personally. You can expect to receive the acknowledgement within 3 working days of receipt.

Your complaint will be logged in a Central Register we will immediately arrange for a file to be opened.

If your complaint can be dealt with from the information initially supplied by you, then you will receive a full response from us within fourteen working days of receipt of your complaint.

If further information is required from you or others then once that information is received we will immediately continue to investigate your complaint. This will involve:

1. Asking the member of staff who acted for you to reply to your complaint within five working days
2. Examine their reply and the information in your file

It may be that a meeting between you and the person who is the subject of the complaint will resolve the matter. If so, we would arrange such a meeting within five working days of receiving all the details we need from the member of staff who acted for you.

Within five working days of that meeting we will write to you with confirmation of what took place and any solutions that were agreed with you.

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If you do not so wish or it is not possible for you to attend a meeting we will send you a detailed reply to your complaint which will include our suggestions for resolving the matter. This letter will be sent within five working days of our completing the investigation.

If you are not satisfied with our response we will then review our decision in one of the following ways:-

We will escalate the file for review the complaints partner within five working days or

We will invite you to agree to independent mediation. We will let you know how long this process will take.

If we are unfortunately unable to agree a solution and you wish to take the matter further, we will give you the name and address of the Legal Ombudsman.

If we have to change any of the above time scales we will inform you immediately giving an explanation.