

## Client Satisfaction and Complaints Procedure

We are committed to providing high quality legal advice and client care. We want to make it easy for clients or others to contact us and provide feedback or make a complaint.

If you are unhappy about any aspect of our service, please let us know so that we can do our best to resolve the issue. We see it as an opportunity to monitor and improve our quality of service.

### Here's what you can do (our complaints procedure)

- Let Us Know: if you are dealing with a member of our team and you wish to complain, please speak to them directly. It may be possible to resolve the issue immediately.
  - Contact us on 01274 727373
  - Email us on [info@skblawfirm.co.uk](mailto:info@skblawfirm.co.uk)
  - Write to us SKB Law, Hope Park, Trevor Foster Way, Bradford BD5 8HB
- If it's not possible to resolve the matter in this way: you can email Sarah Khan-Bashir MBE, the founder of the firm, at [sarah@skblawfirm.co.uk](mailto:sarah@skblawfirm.co.uk).
  - We will acknowledge any complaint you make within 3 working days.
  - We aim to complete the investigation and send you a letter within 14 days of receiving full details of the complaint. Our letter will advise you of the findings of our investigation or give you an update on progress or any delays. We will notify you of any redress that we feel is appropriate.
  - If the matter is complex and it takes longer to deal with your complaint, we will contact you within those 14 days to give you an approximate timescale of when you can expect a response.
  - If we believe it would be helpful, we may suggest a meeting or phone call to try and resolve your complaint.

## What to do if you are not satisfied with our handling of your complaint

If you are not satisfied with our handling of your complaint, you can:

- Notify the Solicitors Regulation Authority (SRA).

Visit the SRA's website here: <https://www.sra.org.uk/consumers/problems/report-solicitor/> (note: the SRA asks clients to complain to their solicitor first).

- Ask the Legal Ombudsman to consider your request.

They will look at your complaint independently. This will not affect how we handle your case. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. We are committed to ensuring we give our full co-operation to the Legal Ombudsman in the event of any dispute or complaint against the Firm. You should also be aware that, when your complaint relates to a bill, the Legal Ombudsman will not consider your complaint while your bill is being assessed by a court.

The time limit for you to bring a complaint to the Legal Ombudsman is:

- within six months of receiving a final response from SKB Law to your complaint
- no more than six years from the date of act/omission
- no more than three years from when you should reasonably have known there was cause for complaint.

### Legal Ombudsman Contact Details

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am to 5pm.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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