

DANIEL FRANCIS SOLICITORS COMPLAINTS PROCEDURE FOR CLIENTS

STAGE ONE - Where to Begin

If you are dissatisfied with any aspect of the service you receive from us, you should in the first instance raise your concerns directly with the person dealing with your matter. We expect that the majority of complaints will be quickly and satisfactorily resolved at this stage.

STAGE TWO - If you are not satisfied

If you are not satisfied with the response, you receive or how your complaint is dealt with, you should ask for your complaint to be referred to Mary Eniolu, the Managing Principal who implements our complaints handling procedure.

If we are unable to resolve your complaint straight away, you will receive an acknowledgement within 5 working days and a further response within 4 weeks.

STAGE THREE – What to do if we cannot resolve your complaint

We hope your complaint is resolved before this stage is reached however in the unlikely event you remain dissatisfied with the outcome of your complaint even after the intervention of the Managing Principal, you are able to forward your complaint on to the Legal Ombudsman who is independent from the Legal profession and consider complaints about solicitors or barristers. They will look at your complaint independently and it 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. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving our final response to your complaint
- and
- No more than one year from the date of the act or omission being complained about; or
 - No more than one year from the date when you should reasonably have known that there was cause for complaint.

For more information [contact the Legal Ombudsman](#).

What to do if you are unhappy with our behaviour

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](#).