

Wilson O and Co Solicitors Complaints Procedure

Our complaints policy

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. This will help us to improve our standards. If you have a complaint, please contact us with the details at 3-5 Ripple Road, Radial House Unit 101, Barking, Essex IG11 7NP. Tel: 02036095595 and Email: info@wilsonosolicitors.com.

What will happen next?

1. We aim to resolve your complaint within eight weeks of your notification. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care Principal, Wilson Osondu, who will review your matter file and speak to the member of staff who acted for you.
3. Wilson Osondu will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Wilson Osondu will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Wilson Osondu will send you a detailed written reply to your complaint, including his 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 someone unconnected with the matter at the firm to review the decision.
7. We 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 can then contact the Legal Ombudsman (LeO) at:
 - **write:** PO Box 6806, Wolverhampton WV1 9WJ about your complaint. You can also
 - **website:** www.legalombudsman.org.uk
 - **e-mail:** enquiries@legalombudsman.org.uk

- **telephone:** 0300 555 0333 or +44 121 245 3050 if calling from overseas.
For further information,

9. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring or if outside of this period, within three years of when you should reasonably have been aware of it.

If we must change any of the timescales above, we will let you know and explain why.

Solicitors Regulation Authority

Finally, you can take your complaint to our governing and regulatory body, the Solicitors Regulation Authority (SRA), in relation to a breach of the SRA principles and Code of Conduct for Solicitors and Firms and complaints can be made at any point during the transaction.

More information can be found here on how to make a report:

www.sra.org.uk