

Advisa Solicitors – Client complaints policy

Our complaints policy

We are committed to providing a high-quality legal service. If you are dissatisfied with any aspect of our service, however, we will try to resolve your complaint to your complete satisfaction.

How do I make a complaint?

Where you are unhappy about any aspect of our service, we would like to try and resolve this without the need for a formal complaint. As soon as you are unhappy about any part of our service, please speak to the person involved which will usually be the partner in charge of your matter. If, after speaking with them, you are unhappy with their suggested solution please put your complaint in writing to our Practice Manager, Lisa Reid, at Advisa Solicitors, 4th floor, 33 Cavendish Square, London W1G 0PW or by email to Lisa@advisasolicitors.co.uk. In the event that your complaint is regarding the conduct of Lisa Reid then please write to Adam Reid at the same address or by email to adam@advisasolicitors.co.uk.

What happens next?

1. We will acknowledge your complaint in writing within 5 days and enclose a copy of this policy. We will then go on to investigate your complaint as follows:
 - Review your written complaint;
 - Review your file and any other relevant documents;
 - Discuss the matter with the individual referred to in the complaint (please note that as we have two partners, the partner not involved with the complaint will handle your matter);
2. We may then need to ask you for further details and/or documents and will clearly let you know in writing what we need and provide a timeframe for responding to us;
3. Once we have reviewed the complaint we will, within 7 days of our acknowledgment of the complaint, invite you to attend a meeting (either face-to-face or by phone, whichever is more convenient for you) to discuss your complaint and our investigation into it;
4. Within 5 days of meeting with you, we will write to you and inform you of how we propose to resolve your complaint. If you do not want to attend a meeting with us for any reason then we will provide a written response to your complaint within 14 days of the acknowledgment.

What if I am not happy with the outcome?

5. If you are unhappy with how we have resolved your complaint then please contact us within 14 days of receiving our decision and let us know why you are not satisfied with our response.
6. We will then write back to you with our response within a further 7 days of receiving your request. We will let you know whether we have changed our position and either provide a different resolution to your complaint or uphold our original response to the complaint.
7. If you remain unhappy after this review then you can refer the matter to the Legal Ombudsman Service at Edward House, Quay Place, Birmingham B1 2RA. Their website can be found at legalombudsman.org.uk or they can be called on 0300 555 0333.
8. The Legal Ombudsman will look at the complaint independently and it will not affect how we handle your case. They will check that you have tried to resolve your complaint with us first. Complaints to the Legal Ombudsman must be made:
 - Within 6 months of receiving a final response to your complaint;
 - No more than 6 years from the date of act or omission;
 - No more than 3 years from when you should have reasonably known there was cause for complaint.