

Whitelock & Storr

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage.

If you are still not satisfied, you should discuss your complaint with **Timur Dilaver Rustem/Dante Leccacorvi** (as appropriate) another Partner of the firm who is not involved in your case.

If you would like to make a formal complaint, then you can read our full complaints procedure below. Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you 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.

You can raise your concerns with the Solicitors Regulation Authority (SRA) Details of how and when you can complain to the SRA can be found by clicking on the SRA Digital Badge on the home page of our website : <http://www.whitelockandstorr.com/>

What do to if we cannot resolve your complaint?

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

If you are not satisfied with our handling of your complaint, you can ask the;
Legal Ombudsman

PO Box 6806, Wolverhampton, WV1 9WJ,

Website: www.legalombudsman.org.uk

Tel: 0300 555 0333,

Email: enquiries@legalombudsman.org.uk

to consider the complaint.

This must be done within six months of receiving a final written response from us about your complaint.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.

Whitelock & Storr Complaints Policy & Procedure

Our complaints policy

Whitelock & Storr is 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.

Our complaints procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. Please address your concerns to Timur Dilaver Rustem, Whitelock & Storr, Solar House, 915 High Road, London N12 8QJ.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure. If you have special requirements due to a disability, please let us know and we shall do our best to accommodate any alternative arrangements you may require.
2. We will then investigate your complaint. This will normally involve passing your complaint to our complaints handling officer, Timur Dilaver Rustem, who will review your matter file and speak to the member of staff who acted for you.
3. Timur Dilaver Rustem will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within seven days of the meeting, Timur Dilaver Rustem 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, Timur Dilaver Rustem 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 to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for a Partner 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 using the details shown on the previous page
9. If we have to change any of the timescales above, we will let you know and explain why.
10. If your complaint relates to Timur Dilaver Rustem then you should contact Dante Leccacorvi at the above address and he will investigate your complaint following the above procedure.

Please Note before contacting the Legal Ombudsman;

1. If your complaint is specifically about our bill, you have the right to object to it and apply for an assessment of it under part III of the Solicitors Act 1974. If you should choose to exercise this right, and the court is assessing our bill, you may be unable to use the Legal Ombudsman service.
2. If you are complaining as a business client, unless you are a “micro business” (as defined by the European Union), you may not be able to use the Legal Ombudsman scheme and should check the guidance on Legal Ombudsman’s website.
3. If you refer your complaint to the Legal Ombudsman as a trustee/personal representative (executor/administrator) or beneficiary of the estate/trust of a person who, before they died, had not referred the complaint to the Legal Ombudsman the period runs from when the deceased should reasonably have known there was cause for complaint; and when the complainant (or the deceased) should reasonably have known there was a cause for complaint will be assessed on the basis of the complainant’s (or deceased’s) own knowledge, disregarding what the complainant (or the deceased) might have been told if he/she had sought advice.
4. If the ombudsman considers there are exceptional circumstances (e.g. serious illness or you were still within the time limits when you made your initial complaint to them) then he/she may extend any of the above time limits to the extent that he/she considers fair.