

## **Complaints Procedure & Policy**

Fortiori Law are committed to providing quality legal services to all our clients at a fair price. If we get things wrong or make a mistake, we invite any clients affected to tell us about it so that we can make amended and improve our services.

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Providing exceptional client care is the cornerstone of our business. Any complaints are the responsibility of the firm's Director and COLP (Compliance Officer for Legal Practice), Mr Faraz Farooq.

If you should have a complaint, please email [info@fortiorilaw.com](mailto:info@fortiorilaw.com) or write to us at:

Fortiori Law  
St Mary's Court  
Amersham  
Buckinghamshire  
HP7 0UT

### **Next Steps**

1. We will contact you within 7 days to acknowledge your complaint and, if necessary to fully understand your complaint, asking you to confirm or explain the details set out. We will record your complaint in a central register and mark an open complaint on your file.
2. We will thoroughly investigate your complaint. This will involve a thorough review of your file and if necessary, a third party opinion will be obtained from an independent legal practice to review your complaint. We set out to give you a full response to your complaint, including our suggestions for resolving the matter, within 28 days. If more time is needed to investigate, we will update you on progress not less than every 28 days.
3. If practical, we may invite you to a meeting at our office to discuss and hopefully resolve your complaint. Within seven days of such a meeting, we will contact you to confirm what took place and any proposed solution.
4. If you are not satisfied with our response to your complaint, you may contact us again and ask us to review our decision. The review will be undertaken by someone independent of the firm who has not been involved in your case. This review will ordinarily take place within 14 days.
5. If you remain dissatisfied, or 8 weeks have passed since you first raised the complaint and have not received a response, you have the right to refer matters to the legal ombudsman at:

PO Box 6806  
Wolverhampton  
WV1 9WJ

Telephone: 0300 555 0333

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

Website: <http://www.legalombudsman.org.uk/contact-us/>

Any referral to the Ombudsman must be made no later than:

- One year from the act/omission being complained about; or
- One year from when you should reasonably have known that there was cause for a complaint.

The Ombudsman may extend these time limits if there are exceptional circumstances, for example, if you are prevented from meeting the time limit as a result of serious illness, or where the time limit has not expired when you raised the complaint with us.

For further information on the Legal Ombudsman, please see their website.