

Complaint Procedure

Introduction

We are committed to providing a high-quality legal service and to dealing with all our clients fairly. If something is not right we ask that clients tell us. This policy describes how we handle complaints and ensure we comply with our regulatory obligations. It is vital that we handle complaints promptly, fairly, openly and effectively.

We want to give you the best possible service and we are committed to providing high quality legal advice and client care. However, if you become unhappy or concerned about the service(s) we have provided to you; **please inform us immediately** so that we can do our best to resolve the problem.

You can contact us by:

- **In person at our office: Suite 21, Imperial House, 64 Willoughby Lane, London, N17 0SP.**
- **Telephone: 0208 885 3999.**
- **Email: info@virgosolicitors.co.uk or email the person handling your matter.**
- **Email to the Dr. Abess A.N. Taqi, Complaints Handling Officer (abess@virgosolicitors.co.uk).**

What is a complaint?

A complaint is an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience or other detriment.

Your complaint letter must state clearly what the complaint issue is, and how you would like it to be resolved.

Please read our full complaints procedure below which sets out the steps that we will take upon receipt of your complaint. If you wish to make a complaint, please complete our complaint form.

Stage One

If you make a complaint we will conduct an initial investigation that will involve the following:

1. 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 investigate your complaint and discuss it the person responsibility for the conduct of your case.
3. your case owner will invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within fourteen days of sending you the acknowledgement letter.
4. within three days of the meeting, your case owner will write to you to confirm what took place and any solutions or course of action that you have both agreed upon.

Virgo Solicitors Limited

Suite 21, Imperial House, 64 Willoughby Lane, Tottenham, London N17 0SP
Tel: 020 8885 3999 | **Fax:** 020 8885 4114 | **Email:** info@virgosolicitors.co.uk
Website: www.virgosolicitors.co.uk | **Notary Website:** www.abesstaqi.com



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5. if your case owner is unable to respond within 20 days, s/he will tell you why, and when s/he will anticipate providing a detailed response.

Stage Two

If we are unable to resolve the complaint after our initial investigation and/or you are not satisfied with the outcome of our initial investigation, you should contact us again and we will arrange for another senior member of staff in our firm unconnected with your matter to review the case owner's decision and examine again the basis of your complaint. 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 for arriving at our final position. If you are still not satisfied that we have responded to your complaint appropriately or indeed simply not satisfied with our response, we have provided details below of who else can help resolve your complaint. If we must change any of the timescales above, we will let you know and explain why.

Stage Three

If we are not able to resolve your complaint you could make a complaint out us to The Legal Ombudsman (LeO). LeO could help you if you are not happy with your solicitor's work or service and you need to put things right. The contact details for the Legal Ombudsman are: -

Website: www.legalombudsman.org.uk

Telephone: 0300 555 0333 between 9:00 AM to 5:00 PM

Email: enquiries@legalombudsman.org.uk;

Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.

You must refer to the Legal Ombudsman within one year of the problem you are complaining about happening. You must bring the complaint forward within one year of becoming aware of this problem. If you failed to complete your complaint within the new timeframe, it is unlikely that your complaint will be investigated.

Before accepting a complaint for investigation, LeO will check that you have tried to resolve your complaint with us first. Therefore, you should provide all details about our initial investigation. If possible, let us know that you intend to and/or have made a complaint to LeO.

LeO may consider your complaint and within six months of receiving a final response to your complaint. If you are not satisfied with LeO's response to your complaint. You could make a complaint to the Solicitors Regulation Authority (the SRA).

Stage Four

Complaining to the SRA

The SRA can help if you are not satisfied with initial investigation and/or LeO response. The contact details for the SRA are

Website: www.sra.org.uk

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Virgo Solicitors Complaint Form

Your Name	
Matter Reference	
Matter Type	
Name of Caseworker / Matter Conduct	
Date of complaint	
Details / Reason for Complaint	
VIRGOSOLICITORS	
Please send completed form to:	
Suite 21, Imperial House, 64 Willoughby Lane, London, N17 0SP	
or	
Email info@virgosolicitors.co.uk or Dr. Abess A.N. Taqi, Complaints Handling Officer (abess@virgosolicitors.co.uk).	

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