

# Our Complaints Policy

Our motto: **You're Why We're Here** runs through everything we do at Chris & Co Solicitors. For more than two decades, we have been providing high quality legal advice and services for different legal challenges faced by our clients, big and small. We take pride in what we do, and we are committed to providing high quality legal service to our community.

Our complaints policy is put in place to allow our clients to tell us when we have fallen short of their reasonable expectation.

## Complaints to the Legal Ombudsman

As our client, it is your right to make a complaint if you are genuinely disappointed with our service. We are committed to serve our community by providing real value for money. After all, **You're Why We're Here.**

### What will happen next?

1. We aim to resolve your complaint within six weeks of your notification. Upon receipt of your complaint, we will initiate a telephone call the purpose of which, is to personally acknowledge receipt and to try and obtain more information. Depending on the outcome of the telephone call, we will write to you within 5 days with a copy of our complaint procedure.
2. Your complaint will be personally investigated by our Director, Christopher Aigbokhan as quickly as possible to ensure issues raised by you are dealt with.
3. Depending on the outcome of his investigation Christopher Aigbokhan will then invite you to a meeting to discuss and resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Christopher Aigbokhan will write to you to confirm what was discussed and agreed during the meeting and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Christopher Aigbokhan 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.
8. If you are still not satisfied, you can then contact the Legal Ombudsman (LeO) at PO Box 6167, Slough, SL1 0EH about your complaint. You can also e-mail the Legal Ombudsman (LeO) at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or telephone them on 0300 555 0333 or +44 121 245 3050 if calling from overseas. For further information, please access the Legal Ombudsman (LeO)'s website: [legalombudsman.org.uk](http://legalombudsman.org.uk).
9. The Legal Ombudsman has given a maximum of eight weeks for the complaint to be resolved. In some cases, it may be expected to be dealt with sooner if it is more desirable.
10. Once the eight week period has elapsed, the Legal Ombudsman will normally accept the complaint for investigation even if it has not yet been fully dealt with by the lawyer or the firm involved.
11. As a result of this, it is preferably for us to deal with complaints quickly and try to resolve them before they are referred to LeO.

12. The Legal Ombudsman now 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. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The client can access <https://www.legalombudsman.org.uk/make-a-complaint/>

## What to do 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.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving our final response to your complaint  
and
- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

For more information [contact the Legal Ombudsman](#).

## Complaints to the Solicitors Regulation Authority (SRA)

13. The SRA deal with cases where firms or those they regulate have breached the SRA Principles. Most of the time, complaints about solicitors are about poor service, and therefore should be sent to the Legal Ombudsman. If the Legal Ombudsman thinks your case involves a breach of our Principles, they will refer your case to the SRA. Likewise, if you report a solicitor for poor service, the SRA will refer you to the Legal Ombudsman.

## What to do if you are unhappy with our behaviour

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. Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).