

## **COMPLAINT HANDLING PROCEDURE OF BEAUMONDE LAW PRACTICE**

As a client you are entitled to complain and we are happy for you to bring to our attention matters which have upset you.

It is by acknowledging and dealing with complaints that this firm can strive to improve the Level of service offered to its clients.

To start with, please contact us informally and we will do all we can to deal with your concerns.

If that does not resolve matters to your satisfaction, then a formal complaint to this firm should be submitted in writing. It will then be considered by Sundeep Bhatia who is the complaints handling officer of this firm.

Within fourteen days of receiving an initial complaint, Sundeep Bhatia must read the basis of the complaint, investigate it and make observations in writing either acknowledging the complaint or complaints and, if they are acknowledged, stating how they may be addressed.

This initial response must then be sent to you for comment.

You can then make further comments in writing, within fourteen days of receiving that written response and, if you wish, Sundeep can see you at the office to discuss matters further.

After this, Sundeep will then consider any further representations, which you have made.

Within fourteen days of any such meeting, or , within fourteen days of receiving further written representations from you, Sundeep will then send his final adjudication regarding the complaint.

There is, of course, no charge, in relation to the investigation and processing of this firm's complaints procedure.

If you then still feel that the complaint has not been resolved to your satisfaction then you have a period of six months, from that date of receipt of the final adjudication, in order to make a complaint to the Legal Ombudsman, PO Box 6806, Wolverhampton WB19 8WJ.