

COMPLAINTS HANDLING POLICY

Our Commitment to You

At Wright Justice Solicitors, we are committed to providing the highest standard of legal services. However, if at any stage you become unhappy or concerned with the service you have received—or with your bill—we encourage you to contact us immediately so we can address your concerns promptly and fairly.

In many cases, it may be helpful to speak directly with the person handling your matter. They will aim to resolve your concerns quickly and informally.

If you would like to make a formal complaint, you may do so by contacting us via:

Post: Wright Justice Solicitors, 535 Coventry Road, Birmingham B10 0LL

Telephone: 0121 772 4512

Email: compliance@wrightjustice.co.uk

Please note that making a complaint will not affect the way we handle your case.

Our Complaints handling Procedure

Once we receive your complaint, we will follow the process outlined below:

1. Acknowledgement

You will receive a written acknowledgement of your complaint (by letter or email) within **7 working days**, along with a copy of this policy.

2. Investigation

Your complaint will be investigated by our Legal Compliance Officer, **Mr. M T Abdullah**, who will review the relevant file and speak with the staff member involved.

If your complaint concerns Mr. Abdullah, it will be referred to a senior solicitor within the firm.

3. Meeting (Optional)

We may invite you to a meeting to discuss your concerns and reach a resolution. This meeting will be arranged within **28 working days** of our acknowledgement.

4. Outcome Confirmation

Following any meeting, you will receive a written summary within **5 working days**, outlining what was discussed and any resolution reached.

5. Written Resolution (if no meeting)

If a meeting is not held, you will receive a written response within **28 working days** of our initial acknowledgement. This will detail our findings and any proposed resolutions.

6. Further Review

If you remain dissatisfied, you may request a further review. A senior solicitor will reassess your complaint and issue a **final written decision** within **21 working days** of your request.

What If You Are Still Not Satisfied?

If you are not satisfied with our final response, you may refer your complaint to the **Legal Ombudsman**:

Legal Ombudsman

PO Box 6806, Wolverhampton WV1 9WJ

T: 0300 555 0333

E: enquiries@legalombudsman.org.uk

W: www.legalombudsman.org.uk

You must contact the Legal Ombudsman:

Within **6 months** of receiving our final written response; and

No more than **6 years** from the date of the issue; or

No more than **3 years** from when you reasonably should have known there was a problem.

The Legal Ombudsman will typically require that you have tried to resolve your complaint with us before they will consider it.

Complaints Relating to Bills

This procedure also applies to complaints regarding our bills. Additionally, you may have the right to request a formal assessment of the bill by the court under **Part III of the Solicitors Act 1974**. If all or part of the bill remains unpaid, we may also be entitled to charge interest.

Concerns About Our Conduct

If your concern relates to serious misconduct—such as dishonesty, misuse of funds, or discrimination—you may raise it with the **Solicitors Regulation Authority (SRA)**. More information is available at: www.sra.org.uk → *For the Public*

If we need to make any changes to the timescales outlined above, we will notify you in writing and explain the reasons.

Thank you for giving us the opportunity to address your concerns.

We value all feedback as it helps us maintain and improve the standard of service we provide.
