

Complaints Procedure

Our aim

We are committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

Our aim is to provide a highly competitive and effective legal service. It is recognised that sometimes a client may not be satisfied and for these situations we operate a complaints procedure.

If you have a complaint about our service or a bill that we have rendered on or both, please contact us with the details.

You should provide us with full details of your complaint and copies of any relevant documents.

What will happen next?

1. We will send you an email or letter acknowledging receipt of your complaint within 2 working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the relevant partner who will review your file and speak to the member of staff who acted for you.

The relevant partners are David Robinson (for matters under the supervision of Evan Remedios) and Evan Remedios (for matters under the supervision of David Robinson). The relevant partner will investigate the complaint in accordance with this Procedure.

David Robinson
RLegal Solicitors
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Evan Remedios
RLegal Solicitors
Sixth Floor, Linen Hall
162-168 Regent Street
London
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Tel: 0044 (0)20 7038 3982

Email: evanremedios@rlegal.com

3. The relevant partner will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 7 days of sending you the acknowledgement letter.
4. Within 7 days of the meeting, the relevant partner will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, the relevant partner 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 practice 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 and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, you can then contact the Legal Ombudsman at:

PO Box 6806
Wolverhampton
WV1 9WJ

Tel: 0300 555 0333 or 0121 245 3050

Email: enquiries@legalombudsman.org.uk

There are time limits within which complaints must be made to the Legal Ombudsman, as indicated below.

Generally speaking, your complaint should be made to the Ombudsman no later than six years of the problem happening or three years from when you should reasonably have become aware of the problem.

Additionally, you should make your complaint to the Ombudsman within six months of receiving a final response from us following the complaint that you have made to us.

Normally, your complaint needs to fall inside both rules if the Ombudsman is going to investigate it.