**Our Complaints Procedure – New Client**

**Have you got a complaint against Leigh Day?**

We are committed to providing the highest standard of service for our clients and individuals who access our services and hope that you will never have reason to complain about our service to you. However, if you become unhappy or concerned about the service you have experienced, please bring it to our attention as soon as you can. We will try to resolve the matter fairly and quickly. You will not be charged for the handling of your complaint. We will apologise if need be and do our best to offer a practical solution.

The firm’s Complaints Partner is [Vijay Ganapathy](mailto:vganapathy@leighday.co.uk)who is responsible for this procedure.

If you remain unhappy with our response to your complaint you are able to contact the Legal Ombudsman. The Legal Ombudsman is a free, independent, and impartial service, that handles complaints about legal services. Please note that [time limits](#Legal_Ombudsmans_Time_Limits) apply. You will find further details about the Legal Ombudsman [below](#Raising_your_complaint_to_the_LeO).

The Solicitors regulation authority can help if you are concerned about our behaviour and that it may be in breach of the SRA’s Code of Conduct for Solicitors and Firms. You can find information on how and when to raise a concern with the SRA at <https://www.sra.org.uk/consumers/problems/report-solicitor.page>You will find further information about the Online Dispute Resolution service [here](#The_Online_Dispute_Resolution_Service).

**A preliminary point**

Solicitors are entitled to reasonably refuse requests for legal assistance and representation. Refusals must not be based on age, disability, gender, religion, sexual orientation or other personal characteristic. Reasonable reasons to refuse to provide a service include that we are too busy, that the client is unable to fund the work required, that the matter is outside our expertise and that the case is too difficult or complex.

We will have provided you with the reason why we are unable to act for you when responding to your request for assistance. However, if you are unhappy with our response, you can raise a complaint with us.

**How do I complain?**

We much prefer that substantial or complicated complaints are raised in writing – we do not have any set forms that we use for this purpose. However, we realise that not all individuals may be able to formulate a detailed letter.  In such cases, a telephone call will do. During this initial call, we will make a note of the issues and then send that to you, via email, for comment. This document will then form the basis of the complaint.

**Who do I complain to?**

Please raise your complaint to the department you have been in contact with. Our system is that, wherever possible, complaints are resolved within the department.

We hope that this simple procedure will deal with your concerns, however, if it does not you should write to the Complaints Partner, Vijay Ganapathy.

**What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint which will normally involve the Complaints Partner reviewing your matter file and speaking to the member(s) of staff who dealt with your enquiry.
3. The Complaints Partner will then write to you with his findings within 21 days of sending you the acknowledgement letter.  However, if the complaint is complicated, further time may be needed. If so, the Complaints Partner will write and tell you and set another time limit.
4. If you are not satisfied with the Complaints Partner’s response, and/or we fail to resolve your complaint satisfactorily within 8 weeks you can contact the Legal Ombudsman:  
     
   Legal Ombudsman  
   PO Box 6806  
   Wolverhampton  
   WV1 9WJ

Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final written response on your complaint but for further information, you should email the Legal Ombudsman, [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), or call 0300 555 0333.

If we have to change any of the timescales above, we will let you know and explain why.

**Raising your complaint to the Legal Ombudsman**

The Legal Ombudsman is a free, independent and impartial service, that handles complaints about legal services. Please find contact details for the Legal Ombudsman below:

Postal Address: The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Email:[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: <https://www.legalombudsman.org.uk/>   
  
The Legal Ombudsman has produced helpful factsheets to guide you if you have a complaint. We can let you have copies on request, or you can find them on the Legal Ombudsman’s website. They are called ‘Here to Help’, ‘How to Complain to your Service Provider’ ‘Investigating Your Complaint’ and ‘Our Approach to Investigations’.   
  
You can ask the Legal Ombudsman to become involved, at the end of our internal complaint’s procedure, if you remain unhappy with the outcome. The Legal Ombudsman has a helpline if you need to speak to them about how to make a complaint. Calls are charged at a local rate and will be recorded. There is no charge for the Ombudsman’s services.

**Legal Ombudsman’s time limits**

Please see the Ombudsman’s website. <https://www.legalombudsman.org.uk>   
  
Should we be unable to resolve your complaint the Legal Ombudsman requires that you contact them as soon as you can and within 6 months of our final response to you.   
  
From the 1 April 2023 you must make a complaint to the Legal Ombudsman within either:

* One year from the date of the act or omission being complained about; or
* One year from the date when you realised that there was cause for complaint.

The Legal Ombudsman has the ability to exercise discretion to extend the 1-year time limit for specific customers if, on the evidence, it is fair and reasonable to do so.

**The Online Dispute Resolution website**

The [Online Dispute Resolution website](https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage) is an official website managed by the European Commission dedicated to helping consumers and on-traders resolve their disputes out-of-court. We currently do not use any ADR providers to resolve complaints, including those which the ODR Platform transmits complaints to, but unresolved complaints about our services will be dealt with by the Legal Ombudsman under the statutory complaints scheme.

**Other points to note**

Complaints regarding a data subject request under Data Protection Legislation are dealt with in accordance with this policy.

Complaints about staff other than Solicitors can also be made to the Complaints Partner.

Should you have any questions concerning this procedure, please contact the complaints partner, [Vijay Ganapathy](mailto:vganapathy@leighday.co.uk).