

COMPLAINTS PROCEDURE - Corban Solicitors

A. We have a Complaints Procedure. If there is a problem with your case or matter or you are dissatisfied in any way with us, our work or the conduct or work of any person at our office in relation to your case or matter or otherwise, you are entitled to lodge a complaint with us. Your complaint may include a complaint about our bill.

B. Complaint to the Solicitors Regulation Authority (SRA)

You may make a complaint to the SRA if you believe that the firm is in breach of any aspect of the solicitors Rules, for the details of where to make your complaint to the SRA, please press the clickable button for the SRA in front of the firms website.

Complaint to the Legal Ombudsman

C. To lodge your complaint, you should write to the Complaints Officer, Mr. Albert Isaiah Corban and you can contact him by writing to our office address shown on our the firms website.

D. Within 7 working days of receiving your letter of complaint, the Complaints Officer will reply to you in writing and will advise you of the steps to be taken to resolve your complaint. Those steps may include one or more of the following: (1) Considering your file and the documents relating to your matter or case; (2) Meeting with the member/s of staff or caseworker/s who dealt with your matter so as to understand or discuss your complaint and to clarify relevant facts or issues or your objectives; (3) Meeting with you so as to understand or discuss your complaint and to clarify relevant facts or issues or your objectives

E. Within 30 days of receiving your letter of complaint, the Complaints Officer will endeavor to reach a final decision in respect of your complaint and inform you of her decision in writing or, if she is unable to reach a decision within that time frame, she will inform you accordingly.

F. We have a total of 8 weeks, from receipt, to consider your complaint. If we have not resolved it within this time you can complain to the Legal Ombudsman. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman [contact details in your Client Care Letter] to consider the complaint. There are time limits for complaining to the Legal Ombudsman.

G. Ordinarily you can complain if: (a) the act or omission giving rise to a complaint, or when you should reasonably have known that there was a cause for complaint, was after the 5th October 2010; and (b) you refer the complaint to the Legal Ombudsman no later than: (i) six years from the act/omission; or (ii) three years from when you should reasonably have known that there was a cause for complaint.

H. Further, you must complain to the Legal Ombudsman within six months of our

final decision concerning your complaint. If you are uncertain as to whether you are entitled to complain, you should seek appropriate advice.

- I. If you dispute your bill, you may have a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. However, if all or part of the bill remains unpaid we may be entitled to charge interest on the unpaid amount.