

Making a Complaint

At J & S Law Firm, client satisfaction is our utmost priority, driving us to deliver exceptional legal services marked by both quality and competitive pricing. If our services fall short of your expectations, we are committed to addressing your concerns with professionalism and efficiency.

Here's how you can make a complaint:

1. Discuss with Your Caseworker and Supervising Solicitor

Start by raising your concerns directly with your caseworker and the Supervising Solicitor. Their contact information is provided in your client care letter or any relevant correspondence.

2. Contact Our Complaints Handling Officer

If the issue remains unresolved, reach out to Mr Shakeel Tariq, our dedicated Complaints Handling Officer. Mr Shakeel Tariq oversees our complaint resolution process, reviews the handling of your case, and provides a comprehensive final response. He will consult with the Supervising Solicitor and review pertinent documents to ensure a fair resolution. A detailed written response will be sent to you, and if needed, a face-to-face meeting may be proposed.

3. Timeline

We aim to provide a final written response within 8 weeks, although the complexity of the case and document volume may influence this timeframe. Should exceptional circumstances arise, we will keep you updated and offer an estimated resolution timeline.

If you are not satisfied with our resolution, you can escalate your complaint to the Legal Ombudsman, who provides an independent review. Before doing so, ensure that:

- You have first attempted to resolve the issue with us (required by the Legal Ombudsman)
- You submit your complaint to the Legal Ombudsman within six months of receiving our final response.
- Your complaint is made within one year of the incident or from when you reasonably should have been aware of the issue.

For more information about the Legal Ombudsman, please visit www.legalombudsman.org.uk/how-to-complain, call 0300 555 0333 (Monday to Friday, 9:00 to 17:00), email enquiries@legalombudsman.org.uk, or write to:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Concerns About Our Conduct

If you have concerns about our professional conduct, these should be addressed to the Solicitors Regulation Authority (SRA), not the Legal Ombudsman. For SRA-related issues, you can:

- Visit www.sra.org.uk
- Call 0370 606 2555
- Write to:

SRA
The Cube
199 Wharfside Street
Birmingham
B1 1RN

The SRA will review and address any concerns regarding our conduct following their established procedures.

Your feedback is invaluable in helping us improve our services. Thank you for giving us the opportunity to address your concerns.