

## COMPLAINTS

### 1. COMPLAINTS POLICY AND PROCEDURE

OAH Law Ltd is dedicated to providing excellent client service and maintaining a healthy client relationship at all levels. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a client of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

#### Summary:

We want to resolve your complaints as soon as possible. Please call our head office and we'll do our best to fix any problems you may be having with our service, as soon as possible.

#### Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those clients with disabilities and special needs.
- To keep clients informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly to review our complaints so that we can improve our standard of client service.

#### Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

#### Step One:

If you have a complaint regarding any aspect of the legal service or training provided we urge you to telephone our Head Office in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us.

Head Office Number: 01565 655 807

You will be charged at a local rate. If you prefer to put your complaint in writing, we will respond to your letter and will confirm any details in writing if you request us to do so.

OAH Law Ltd  
117-123 King Street

Knutsford  
WA16 6EH

You can also make a complaint by using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to send a complaint to us.

W: <https://www.oahlaw.com/home/>

### **Step Two:**

Complaints made to the company are overseen by our Office Manager. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 business days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may ask to escalate your complaint to the Senior Partner, Madeleine Abas. If so, we will try to ensure Madeleine Abas is available to address the complaint as soon as possible (depending on availability).

### **Step Three:**

When your complaint is resolved, we will confirm this with you within 10 business days.

### **What to do if we cannot resolve your complaint**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

### **Contact details**

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00.

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

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

### **What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).

**Further help**

If you require further assistance, please contact the *Professional Ethics helpline*.



**(Madeleine Abas)**