



## Affinity Seven Law Solicitors Ltd

### Complaints Procedure

Our aim is to always provide the highest quality of service to all our clients. Unfortunately, there may be times when we fail to meet your expectations. If you are not satisfied with our service, you can raise a complaint. We are always looking to improve our service.

In the first instance, please communicate your concerns to your case handler and if you are not satisfied with the response, you can refer your concerns to our client care partner, Mr Ghafar Khan. You can send your complaint in writing by email [Ghafar.Khan@aslsolicitors.com](mailto:Ghafar.Khan@aslsolicitors.com) or by post to our address: 140 Drake Street, Rochdale OL16 1PS.

### What will happen next?

To explain to you how long our process might take we have included our target times for each stage of the process.

| Action   | Timescale   |
|--|---|
| Acknowledge receipt of your complaint and enclose a copy of our complaint's procedure.   | Within 48 hours.  |
| Investigate your complaint. This will normally involve passing your complaint to our client care partner, Ghafar Khan, who will review your file and speak to your case handler and any other associated individuals.  | During the investigation process, we may invite you in for a meeting or arrange a telephone call if deemed necessary before the formal response within 7 business days. |
| Ghafar Khan or any other senior member of our team will contact you to discuss and hopefully resolve your complaint.   | Within 15 business days.  |
| If a telephone conversation takes place, we will write to you clarify the points of discussion and any solutions agreed with you formally in writing.  | Within 3 days if a telephone discussion took place.   |
| At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner someone unconnected with the matter at the firm or if necessary, as an alternative, a review by another local solicitor or even mediation to review the decision. | Within 15 business days of your notification if a local Solicitors is appointed or 7 business days if another partner from our firm.                                    |
| Review and close the complaint   | Within 8 weeks of receiving your complaint  |



If you are still not satisfied with our solution, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with Solicitors. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

For further information, you can contact the Legal Ombudsman on 0300 555 0333 or via email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

**Legal Ombudsman, PO Box 6167, Slough, SL1 0EH**

If you are concerned that we haven't adhered to the SRA Rules and Regulations, you can report your concerns to the SRA:

Solicitors Regulation Authority  
The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN

Telephone: 0370 606 2555 inside the UK or +44 (0)121 329 6800 from overseas  
Email: [report@sra.org.uk](mailto:report@sra.org.uk)