



Specialists in Employment Law, Special Educational Needs & Disability.
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Complaints Procedure

Talem Law, Complaints Handling Policy

Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care Director, Mr Sean Kennedy, who will review your matter file and speak to the member of staff who acted for you. In the event that your complaint concerns Mr Kennedy, your complaint will be passed to Ms Manjeet Aulak and the remainder of this policy should be read as though Ms Manjeet Aulak is handling the complaint.
3. Mr Sean Kennedy will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mr Sean Kennedy will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Sean Kennedy will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another local solicitor to review the decision.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

8. If you are still not satisfied, you can then contact the

Legal Ombudsman,

PO Box 6806,

Wolverhampton

WV1 9WJ

about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

Complaints to the Legal Ombudsman must usually be made within one year from the date of the act/omission about which you are complaining occurring; or within one year from when you should have known about or become aware that there were grounds for complaint.

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

