

## **Our complaints policy**

Lee & Kan Solicitors is 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. Whenever possible, please raise any initial client care problems with the person acting on your matter to give them the opportunity of resolving matters with you. Often matters can be quickly resolved in this way.

## **Our complaints procedure**

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case or their supervising partner, please contact us as soon as you are aware of the problem so this can be addressed. Complaints should be sent to the supervising partner, in the event that it is against the supervising partner complaints can be sent to Sze Chun Kwok at [szechun@lee-kan.com](mailto:szechun@lee-kan.com).

## **What will happen next?**

1. We will send you a letter or email acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our senior Partner Dominic Lee, who will review your matter file and speak to the member of staff who acted for you.
3. Dominic Lee will then, if required, invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Dominic Lee 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, Dominic Lee 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 to explain why you remain unhappy with our response and we will review your comments.
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 ask the Legal Ombudsman to consider your complaint. We hope that this does not become necessary and that we can resolve matters between ourselves.

The Legal Ombudsman's contact details are:

**Address:** PO Box 6167 Slough SL1 0EH

**Telephone:** 0300 555 0333 from 8.30 am to 5.30 pm

**E-mail:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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

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 and within the following timescales:

- one year from the date of the act or omission being complained about; or
- one year from the date when the complainant should have realised that there was cause for complaint.

If we have to change any of the timescales above, we will let you know and explain why.

If you are unhappy with your service and wish to complain to the Solicitors Regulation Authority (SRA). The SRA can help you, or take action, when solicitors:

- tell lies
- steal from you
- shut down without telling you
- break SRA rules
- otherwise fail to meet required standards.

Information on how to make a complaint to the SRA can be found at the following web links:

<https://www.sra.org.uk/consumers/problems/>

<https://www.sra.org.uk/consumers/problems/report-solicitor/>

<https://www.sra.org.uk/consumers/problems/solicitor-closed-down/>

You can report a firm to the SRA at [www.sra.org.uk/report](http://www.sra.org.uk/report)

### **Complaints in relation to bills**

The complaints procedure above also applies to complaints arising concerning our bill. There may also be 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; the Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for assessment of that bill.