

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality legal service and client care. When something goes wrong, we need you to tell us about it, as we take all complaints very seriously. It is important to us to learn if the level of service does not meet your reasonable expectations so that we can deal with your complaint and this will help us improve and maintain our standards.

If you are a client and are unhappy about any aspect of the service you have received or wish to discuss an invoice we have delivered, you should contact Hardeep Kular on 020 7060 1127 or by e-mail at hkk@hkklaw.com or by post to our office address at PO Box 511, Isleworth, Middlesex, TW7 4WN with the details of your complaint as soon as you can.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days and enclosing a copy of this procedure.
2. We will then investigate your complaint. This will be reviewed by the client care partner, Ms Hardeep Kular. As you will appreciate, she is a sole practitioner and there is no other partner or manager to review the file. Ms Hardeep Kular will take your complaint seriously and will investigate it properly and fairly.
3. Ms Hardeep Kular will aim to send you a full response within 21 days of sending you the acknowledgement letter. If the matter is complex you may have to wait a little longer but will write to you within 21 days to provide a full update on progress and give you an estimate as to when we can provide a response.
6. At this stage, if you are still not satisfied, you should contact us again with details and we will 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 we have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, you can normally ask the Legal Ombudsman to consider the complaint. The Legal Ombudsman is an independent and impartial lay body for members of the public who wish to make a complaint about a solicitor who has acted for them. It operates within a regulatory and disciplinary framework set, monitored and enforced by the regulatory body for solicitors, the Solicitors Regulation

Authority. The Legal Ombudsman also works closely with the Law Society, the body that represents solicitors in England and Wales. They will look at your complaint independently and it will not affect how we handle your case.

10. Before it will consider a complaint, the Legal Ombudsman generally requires that a firm's internal complaints procedure has been exhausted with the client. If the Legal Ombudsman is satisfied that the firm's proposals for resolving a complaint are reasonable, it may decline to investigate further. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final internal complaints procedure response and within six years of your grounds for dissatisfaction arising or three years from the deemed date of knowledge of those grounds on your complaint but for further information, you should contact the Ombudsman. If you would like more information about the legal ombudsman, please contact them:

Visit: <https://www.legalombudsman.org.uk/>
post at P O Box 6806, Wolverhampton, WV1 9WJ,
telephone on 0300 555 0333
email at enquiries@legalombudsman.org.uk.

11. The Solicitors Regulation Authority can help you 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. You can raise your concerns with the [Solicitors Regulation Authority](#).