

38A George Street

Birmingham

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Introduction

1. CSK Legal has designed this complaints process with a view to implementing our objective of being able to assist in resolving complaints in a clear, fair and focussed way as early as possible.
2. There are two different types of complaints that clients might wish to make and fall into the following categories:

(a) Complaints about service or the work carried out by a solicitor ("Service Complaints").

Examples of Service Complaints might be:

- not replying to emails, letter or calls;
- it taking too long to proceed with a case;
- not being given costs information;
- charging an amount you are not happy with; and
- not explaining issues properly that you do not understand.

(b) complaints about the solicitors themselves which would attract regulatory concern ("Regulatory Complaints").

Examples of Regulatory Complaints might be:

- where a solicitor lies to you;
- where a solicitor steals from you;
- where a law firm shuts down without telling you;
- where a solicitor breaks the SRA's Rules.

2. Most complaints fall into the Service Complaints definition, and it is rare that Regulatory Complaints are made about solicitors. It is important to distinguish between the two types because, whilst all complaints would be dealt with by CSK Legal in accordance with the Complaints Process section below, if you remain dissatisfied with the outcome for any reason, the type of complaint would determine where the complaint could be sent to for review. Service Complaints should be sent to the Legal Ombudsman whereas Regulatory Complaints should be sent to the Solicitors Regulation Authority.

Complaints Process

3. If you are ever dissatisfied with any aspect of the work provided by CSK Legal, please do not hesitate to contact us and we will attempt to resolve the issues, on an informal basis, as quickly and efficiently as possible.

4. If the matter is not resolved to your satisfaction, you are able to make a formal complaint which will be investigated. The remainder of this procedure details how to make a formal complaint and the processes that will be undertaken to investigate it and report the outcome to you.
5. A formal complaint should be made in writing to CSK Legal Limited, communicated to us by way of letter or e-mail (preferably email). If you feel unable to make a written complaint, you may communicate your complaint to us in person or by telephone, and we shall record the details of the complaint as we understand it to be, and forward this to you in writing. It is this record of the nature of the complaint made that we shall then investigate in accordance with this procedure.
6. We shall acknowledge a formal complaint within five working days of receipt via the email address we hold for you – if we hold no such email, we shall write to you to the postal address we hold for you (“**acknowledgment letter**”).
7. In the acknowledgment letter, we will write to you setting out:
 - a. the nature of the complaint as we understand it;
 - b. the identify and position of the person investigating the complaint;
 - c. any broad steps to be undertaken to investigate your complaint; and
 - d. the likely timescale for a written response to be provided to your complaint.
8. We aim to address specific issues raised in any complaint and, wherever possible, will do so in the format in which the complaint is put, unless we consider it inappropriate to do so or that some other format will likely be more conducive to addressing the complaint.
9. Sometimes, it may not be possible to summarise our understanding of a complaint and indicate the proposed next steps within the five working day timescale referred to. This may happen where, for example, a complaint is technical or complex, and in such cases, the five working day period shall be extended to ten working days. However, we shall respond within five working of receipt simply to acknowledge that complaint. In such an instance, the additional information referred to above will be supplied within ten working days of the complaint being received or such other timescale as we set out in the acknowledgment letter.
10. We may request further information and/or documentation relevant to your complaint from you at any time as part of the complaint investigation process. You should cooperate fully in the provision of such information and/or documentation, as a failure to do so may lead to a complaint being resolved without that information and/or documentation being taken into account.

Early Resolution

11. We encourage you to discuss ways with us of resolving your complaint without the need for a lengthy, involved or expensive process. We might, for example, be able to assist by an informal discussion by telephone or a round-table meeting.
12. Sometimes, we will consider a complaint to be of such a nature that it would be inappropriate to use an informal resolution process and instead, we would proceed to determine your complaint

following a fuller investigation. We may, therefore, at our election, decide that we will not engage in an informal resolution process as a matter of discretion.

A Full Investigation

13. Where you do not seek to engage with us to seek an informal resolution, or we do not consider that to be an appropriate process, or a satisfactory informal resolution cannot be found, we shall then proceed to a full investigation.
14. As part of our investigation, we may need to ask for further information from you, or seek further documents. If this is the case, we shall let you know. You will need to cooperate with us in this process to assist us in determining the complaint.

Written outcome response

15. At the conclusion of our investigations, we shall send you our final response letter ("**final response letter**"), which will set out our conclusions following the investigation and our decision as to whether your complaint is upheld. If it is, upheld, then we shall set out what we consider to be the proper course of action to address your complaint.
16. We will aim to send you our final response letter within eight weeks of the complaint being received. We will seek, however, to address complaints as promptly as we can. In some instances, keeping to this timescale may not be possible, especially where additional information and/or has been requested from you and not provided.
17. We will endeavour to resolve any complaint to your satisfaction, although we acknowledge that this may not always be possible.

Reviews / Legal Ombudsman

18. If after either (a) receiving our final response letter, or (b) a period of eight weeks has lapsed since receipt of the complaint by us, you feel dissatisfied with our response, you may complain in respect of Service Complaints to the Legal Ombudsman, who will review your complaint and the way in which we have dealt with it.
19. The Legal Ombudsman will not normally entertain a complaint unless we have given you our final response, or a period of eight weeks has passed without us providing you with our final response. The Legal Ombudsman may be contacted as follows:

Legal Ombudsman Service
PO Box 6806
Wolverhampton
WV1 9WJ

Tel: 0330 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Forms for making a complaint and further guidance may be found here:
<https://www.legalombudsman.org.uk/information-centre/consumer-resources/bringing-a-complaint-to-us/>

Time limits

Important: there are time limits for making complaints to the Legal Ombudsman. Complaints must be made to the Legal Ombudsman within six-months of receiving our final response to your complaint. If you do not make your complaint within that time, the Legal Ombudsman may not deal with your complaint.

Further, in relation to complaints by way of act or omission, it is important to appreciate that complaints must ordinarily be referred to the Legal Ombudsman within one year of the act or omission complained of, or within one year from when the complainant should reasonably have known there was cause for complaint.

20. You may complaint about Regulatory Complaints to the Solicitors Regulation Authority. Again, you should exhaust our internal complaints processes first, as you may not be able to take your complaint further unless you have done so. If you wish to report your Regulatory Complaint to the Solicitors Regulation Authority, you may do so by writing to:

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

By Email: report@sra.org.uk

Forms for reporting to the Authority and further guidance may be found here:
<https://www.sra.org.uk/consumers/problems/report-solicitor/>

21. You will not be charged for handling a complaint.
22. Although this complaints process is its own framework, you might find it helpful to consider some of the materials offered by the Legal Ombudsman in connection with its Model Complaints Resolution Procedure. You are welcome to review these and refer us to aspects of the MCRP if you consider them relevant, although we are not bound to follow them. You can find relevant documentation here: <https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/model-complaints-resolution-procedure/>.