BOND SOLICITORS

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Complaints Handling Procedure

Our Policy

Bond 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.

Our complaints handling procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. Ms. Monica Bond will be dealing with your complaint who can be contacted on 020 7305 7311 and/or via email at monica.bond@bondsolicitors.com.

Alternatively, you may wish to send a letter to our Canary Wharf office at 37th Floor, 1 Canada Square, London, E14 5AA.
The sequence of events are as follows:

1. we will send you a letter acknowledging receipt of your complaint within 5 days of your raising your concerns, enclosing a copy of this procedure.

2. On the basis that we receive a fully detailed complaint form from you, we will then investigate your complaint. We will review your matter in detail and speak to the relevant staff.

3. We will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter and a complaint form which requires detailed completion so that further stages below can take place. We will be pleased to hold a in-person meeting at our office or remotely by Teams, which ever is more convenient for you.

4. Within 3 days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.

5. If you do not want a meeting or it is not possible, we 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.

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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 at PO Box 6808, Wolverhampton, WV1 8WJ or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.

9. A client may be entitled to apply for an assessment of a bill sent by us under Part III of the Solicitors Act 1974. Please note that the Legal Ombudsman may not consider a complaint about a bill if a client has applied to the court for assessment of that bill. In additional, complaints and redress mechanisms are provided by the Solicitors Regulation Authority. See www.sra.org.uk for more details.

Are there any alternatives to the Legal Ombudsman?

Alternative complaints bodies exist which are competent to deal with complaints about legal services. However, in our experience the Legal Ombudsman's scheme is the most suitable to deal with any complaints about legal services.

Summary

We are committed to effective complaints handling and will always try our best to promptly resolve any outstanding issues and put things right. At all times we will keep you updated and if we have to change any of the timescales above, we will let you know and explain why.

Any queries of concerns regarding this procedure or complaints generally should be sent to monica.bond@bondsolicitors.com.

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