

AYB LAW COMPLAINTS POLICY

Hello, my name is Asif Y Bodi. I am a director of AYB LAW SOLICITORS. I am committed to providing a high quality legal service to all my clients. When something goes wrong I need you to tell me about it. This will help me to maintain and improve my standards.

My complaints procedure

If you have a complaint, please contact me with the details.

What will happen next?

1. I will send you a letter acknowledging your complaint and asking you to confirm or explain the details. I will also let you know who will be dealing with your complaint. You can expect to receive my letter within 5 days of me receiving your complaint.
2. I will record your complaint in my central register and open a file for your complaint. I will do this within a day of receiving your complaint.
3. I will acknowledge your reply and confirm what will happen next. You can expect to hear from me within 5 days of your reply.
4. I will then start to investigate your complaint. This may involve one or more of the following steps:
 - If I acted for you, I will consider your complaint again. I will then send you my detailed reply or invite you to a meeting to discuss the matter. I will do this within 14 days.
 - If someone else acted for you, I will ask them to give me their reply to your complaint within 7 days. I will do this within 5 days.
 - I will then examine their reply and the information in our complaint file. I may also speak to the person who acted for you. I will do this within 3 days of receiving their reply.

5. I will then write inviting you to discuss / meet and hopefully resolve your complaint. I will do this within 3 days.
6. Within 2 days of the meeting / discussion I will write to you to confirm what took place and any solution I have agreed with you.

If you do not want a meeting or it is not possible, I will send you a detailed reply to your complaint. This will include my suggestion for resolving the matter. I will do this within 7 days of completing my investigation.

7. At this stage if you are still not satisfied, you can write to me again. I will then arrange to review my decision. This may happen in one of the following ways:
 - I will review the decision myself within 5 days.
 - I will arrange for someone who is not connected with the complaint to review my decision. I will do this within 14 days.
8. I will let you know the result of the review within 5 days of the end of the review. At this time I will write to you confirming my final position on your complaint and explaining my reasons.

If I have to change any of the timescales above, I will let you know and explain why. If you remain unhappy with the outcome of your complaint you can at that stage, contact the Legal Ombudsman by email at enquiries@legalombudsman.org.uk or by telephone on 0300 555 0333.

You must contact the Legal Ombudsman as soon as possible after your complaint has been dealt with and at the latest within six months of your contact with this firm.