

J Stifford Solicitors Complaints procedure

We are committed to maintaining the highest professional standards and providing a high quality legal service to all our clients. A complaint can show us how to do better. If something goes wrong, we want to know about it and put it right as quickly as we can.

The aim of the formal complaints process is to resolve a problem to the satisfaction of the person making the complaint.

Our complaints contact is Chowdhury Mohammad Jinnat Ali who can be contacted J Stifford Solicitors, Ground Floor, Unit 2 Canary Gateway, 787 Commercial Road, London, Tel: 02032160000, Fax: 02079876129, Email: info@jslsolicitors.co.uk. If you have special needs which we should take into account due to language or disability, please let us know. We aim to deal with complaints according to the following timetable.

Complaints process timetable

Action	Timescale
Acknowledge the complaint in writing and send a copy of the complaints procedure	Within 7 working days
Invite you to a meeting or to discuss the issues by telephone	Within 7 working days
Confirm the outcome of the meeting or telephone conversation in writing	Within 10 working days of the meeting/telephone conversation
Investigate the issues	Within 28 days of receiving the complaint
If a meeting/telephone discussion is not possible or required: investigate the issues	
Write to you with the outcome	Within 30 days
Review and close the complaint	Within 8 weeks of receiving the complaint

If you do not agree with the outcome of our complaints process, you can then complain to the Legal Ombudsman. Complaints to the Legal Ombudsman must usually be made within six months of our final response to your complaint.

The Legal Ombudsman can investigate complaints for up to six years from the date a problem occurred or within three years from when you found out about the problem.

The address is PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333 or email enquiries@legalombudsman.org.uk.