

Riseam Sharples Solicitors Limited - Complaints procedure

Our complaints policy

Riseam Sharples Solicitors Limited 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.

This firm defines a complaint as being any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a legal service, which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience.

Our complaints procedure

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case or their supervising Director, please contact us as soon as you are aware of the problem so this can be addressed. The primary point of contact is the Managing Director, Clive Sharples, who can be reached at cas@rs-law.co.uk / +44 (0)20 7632 8906. Clive Sharples is assisted by Rakhee Davda-Vithlani who a Director and the Head of Compliance is. Rakhee can be reached at rakhee@rs-law.co.uk . The firm's postal address is Riseam Sharples Solicitors Limited, 2 Tower Street, London, WC2H 9NP.

What will happen next?

We have eight (8) weeks to consider your complaint.

1. We will send you a letter acknowledging receipt of your complaint within five (5) days of our receiving the complaint, enclosing a copy of this procedure. If you require this document to be delivered to you in larger font, please contact Clive Sharples who will make the necessary arrangements.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Client Care Director, also Clive Sharples, who will review your matter file and speak to the member of staff who acted for you.
3. Clive will then invite you to a discuss your concerns and, it is hoped, resolve your complaint. He will do this within fourteen (14) days of sending you the acknowledgement letter.
4. Within three (3) days of your last discussion, Clive will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a discussion or it is not possible, Clive will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within twenty-one (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. Depending on the matter we may at this stage arrange for another Director or member of the Senior Management Team to review the decision.
7. We will write to you within fourteen (14) days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.

If you are not satisfied with our handling of your complaint, you can contact the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH; enquiries@legalombudsman.org.uk or call 0300 555 0333 (18001 0300 555 0333 from outside UK) to consider the same. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should have realised that there was cause for complaint

and

- Within six months of receiving a final response to your complaint.

The Legal Ombudsman has provided further guidance on its service at: www.legalombudsman.org.uk