

# Riseam Sharples- Clients complaints policy

## Our complaints policy

Riseam Sharples 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 partner, please contact us as soon as you are aware of the problem so this can be addressed. The primary point of contact is the Senior Partner, Mr Clive Sharples, who can be reached at [cas@rs-law.co.uk](mailto:cas@rs-law.co.uk) 0207 632 8906. Clive Sharples is assisted by Rakhee Davda- Vithlani who is a Senior Associate and the firm's Compliance Officer. Rakhee can be reached at [rakhee@rs-law.co.uk](mailto:rakhee@rs-law.co.uk) 0207 257 8913. The firm's postal address is 2 Tower Street, London, WC2H 9NP.

## What will happen next?

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

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 partner, the said 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 meeting to discuss and, it is hoped, resolve your complaint. He will do this within fourteen (14) days of sending you the acknowledgement letter.
4. Within three days of the meeting, 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 meeting 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 partner 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 then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ or call 0300 555 0333 to consider the same. Normally, you will need to bring a complaint to the Legal Ombudsman within six (6) months of receiving a final written response from us about your complaint or within six (6) years of the act or omission about which you are complaining occurring or if outside of this period, within three (3) years of when you should reasonably

have been aware of it. The Legal Ombudsman has provided further guidance on its service at **[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)**