



COMPLAINTS HANDLING POLICY

We endeavour to provide the highest level of service to all of our clients. We appreciate that at times, things can go wrong or you may feel dissatisfied.

If a situation occurs where you are dissatisfied, please follow the steps below:

1. Send your complaint to our Complaints Manager Jay Moghal, by post to 5 Chancery Lane, London, WC2A 1LG or by email on JMoghal@lexuslaw.com
2. We will send you a letter or email within 3 working days to acknowledge the complaint
3. We will send a detailed response within 14 working days of the acknowledgement letter and inform you if we find that you have a valid complaint. If you have a valid complaint, we will also offer a solution or remedy to your complaint which can include but may not be limited to;
 - an apology
 - a review of our policies and procedure
 - a reduction, cancellation or waiver of fees
4. We aim to conclude all complaints within 6 weeks.
5. If you remain dissatisfied with the remedy or solution offered, you can then contact the Legal Ombudsman Service
6. The Legal Ombudsman's time limits for accepting a complaint are six years from the date of act\omission or three years from when the complainant should have known about the complaint. Where you have been provided with full information about your right to take a complaint to the Legal Ombudsman you must make your complaint to the Ombudsman within six months from the end of our complaints process. We will inform you when our internal complaints process has been concluded.

**Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ**

Telephone: 0300 555 0333 between 9 am - 5 pm

Email: enquiries@legalombudsman.org.uk