

TLSK Complaints Handling Procedure

Our Complaints Policy

We are 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.

Our Complaints Handling Procedure

If you have a complaint, we would ask that you contact Sarah Key-Smith and she will deal with the details of your complaint.

What will happen next?

1. We will write to you acknowledging your complaint. You can expect to receive this letter within 14 working days of our receiving your complaint. We will ask you to confirm or explain the details of your complaint.
2. Upon receipt of your response, we will investigate your complaint.
3. Your file will be reviewed and within 14 working days of receipt of your response, we will send you a detailed reply to your complaint. This will include our suggestion/s for resolving the complaint.
4. At this stage, if you are still not satisfied, you can contact us again with a request for our detailed reply to your complaint to be reviewed. We will then arrange for our detailed reply to your complaint to be reviewed within 14 working days of receipt of your request.

This will happen in one of two ways:

- We will ask our local Law Society or another local Firm of solicitors to review your complaint and our detailed reply to your complaint. We will let you know how long this process will take; or
 - We will invite you to agree to independent mediation. We will let you know how long this process will take.
7. We will let you know the result of the review within 14 working days of receipt of the same being concluded. At this time, we will write to you confirming the Firm's final position on your complaint and setting out our reasons.
 8. In the event that you are still not satisfied, you can contact the Legal Ombudsman and/or the Solicitors Regulation Authority (SRA) so that you can contact them about your complaint.

The contact details for the Legal Ombudsman are:

Postal Address	PO Box 6167, Slough, SL1 0EH
Telephone Number	0300 555 0333
Email Address	enquiries@legalombudsman.org.uk
Website address	www.legalombudsman.org.uk



3b Stanhope Gate
Yorktown Business Park
Camberley Surrey GU15 3DW
Telephone: 01276 -534234
Fax: 01276 -27799
Web: www.tlsk-solicitors.co.uk

From the 1 April 2023, the Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission being complained about or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within 6 months of our final response to a complaint, if raised by you.

To refer your complaint to the SRA visit <https://www.sra.org.uk/consumers/problems/report-solicitor/> to complete the SRA's Report Form online. Alternatively, contact the SRA's Contact Centre at:

Postal Address	The Cube 199 Wharfside Street Birmingham B1 1RN
Telephone Number	0370 606 2555
Email Address	contactcentre@sra.org.uk
Website Address	www.sra.org.uk

If we must make a change to any of the above, we will let you know and explain why.

TLSK Solicitors Limited