



Keith Flower & Co. Solicitors

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This Firm's complaints policy

We try to provide a quality legal service to all our Clients. Consequently, it is essential when something goes wrong or any client believes they have reason to complain that we have an effective procedure to assist the complete and early resolution of the problem. Only by doing so can we hope to maintain the quality standards we have set and improve them by learning from what may have gone wrong and what our clients tell us.

The Procedure

Although not essential, in making your complain it would be helpful to us if you could provide details of your concerns in writing (if you have not already done so).

If you would prefer not to have to do this, please arrange to see a Partner of this firm and we will be pleased to take details from you.

What will happen next?

1. We will acknowledge receipt of your complaint, set out our understanding of it and request your confirmation or seek any necessary clarification. We will also confirm who will deal with your complaint should this not be myself

Timescale: Within 7 days of its receipt

2. We will register your complaint in our Central register (for monitoring and management information purposes) and open a separate file.

Timescale: Within 3 days of receipt of complaint

3. We will acknowledge receipt of your confirmation letter or telephone call and confirm what will happen next.

Timescale: Within 7 days

4. We will then commence investigating your complain. This may involve one or more of the following steps:-

a) The person who acted for you will consider your complaint in the light of what the file reveals and the details of your complaint. They will then write to you with a detailed response or invite you to a meeting to discuss the matter.

Timescale: Within 21 days

OR b) We will ask the person who acted for you to provide us with a response to your complaint.

Timescale: Within 21 days

OR c) We will then examine the response and the file as against your complaint and, if necessary, speak to the person who acted for you.

Timescale: Within 21 days

5. We will then write to you inviting you to meet with us to discuss and hopefully resolve your complaint



Partners: Keith Flower Mary Derry † Paul Chapman Saleem Chakera

Associate Solicitors: Rakhi Kotecha Taylor Mist

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Timescale: Within a further 7 days

6. If a meeting is declined or is for some reason impractical we will write to you with a detailed response to resolve it to our mutual satisfaction

Timescale: Within 7 days of completing the investigation

7. If a meeting between us takes place we will still write to you to confirm what took place and detailing any agreed solution that was arrived at.

Timescale: Within 7 days of the meeting

8. If, at a meeting or from your written reply to our detailed written response, you remain dissatisfied with what we have said and how we propose resolving your complaint. We will arrange for my decision to be reviewed. This may happen in one of the following ways:-

- a) A further review of our handling of your complaint and why you are dissatisfied with our decision.

Timescale: Within 21 days

OR b) By arranging for someone else in the firm who is entirely unconnected with the complaint to review how it was handled and the decision taken.

Timescale: Within 21 days

OR c) By inviting you to agree to a process of formal mediation through an independent mediator (if this is available)

Timescale: Within 21 days

Note The timescale for concluding the review process at c) above will need to be agreed with the individuals involved but you will be told how long the process will take.

9. After the review has taken place you will be informed of the outcome. This will review our initial handling of the complaint and our decision on it

Timescale: Within 7 days of the conclusion of your review

10. If you still remain dissatisfied with how your complaint has been handled and the decision on it, we will write to you confirming our final position on your complaint and explaining why we consider our handling of, and decision on, it (and of any review) was reasonable. We will also supply you with the address of The Legal Ombudsman to whom you may refer your complaint once we have concluded our professional obligation to try and resolve it.