

## **1. Our complaints policy**

Iris Law LLP 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 as this will help us to improve our standards. It also has a legal responsibility to ensure that there is a procedure to deal with complaints.

A complaint is *“an expression of dissatisfaction, however made, about standard of service, action or lack of action by the Firm or its staff, affecting an individual or group of customers”*.

A complaint may be about:

- Poor or slow service
- Lack of service
- Refusal of service
- Lack of information
- Quality of service
- Decisions
- Conduct or attitudes
- Bill of costs
- Other matters

## **2. Our complaints procedure**

If you have a complaint, please contact us with the details. We would recommend you first raise any grievance with your caseowner. On occasion, mistakes can simply be a result of a misunderstanding or require a simple explanation. If you feel you cannot resolve the matter directly with your fee earner or do not wish to do so, then you should write to the Senior Partner, Mrs Claire Soltani, with full details of your complaint.

## **3. What will happen next?**

1. If it appears to Mrs Soltani that your correspondence meets the definition of a complaint, then we record your complaint on our central electronic register, on the day it is received at our office. We will then send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.

2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Mrs Claire Soltani, who will review your matter file and speak to the member of staff who acted for you.

3. We will consider whether to invite you to a meeting to discuss matters. If this is not possible or deemed necessary, then we will send you a detailed written reply to your

complaint, including Mrs Soltani's suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Mrs Soltani to review her own decision or an appropriate alternative such as review by another local solicitor or mediation, to review the decision.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

8. If you are still not satisfied, you can then contact the Legal Ombudsman by telephoning 0300 555 0333, or writing to Legal Ombudsman, PO BOX 6806, Wolverhampton, WV1 9WJ.

9. If your complaint relates to fees levied, then you can follow the advice regarding remuneration on the bottom of your invoice.

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

In order to ensure increasing standards of quality and in reflection of our desire to continually provide better services to our clients, we have a policy of conducting a documented review of our complaints register annually with the aim of identifying any trends in fee earner/department or a particular issue, with the aim of addressing any problem area identified.