

We at Chetty & Patel Ltd aim to provide a professional, efficient and courteous service to all our clients. If however you take the view that that we have failed to achieve this please bring this to our attention. We will investigate the issues that you raise and will try to reach a quick and fair solution.

If you are not happy with the service that we have provided and/or the handling or storage of your personal data, please in the first instance contact the person dealing with your case or their supervisor. The name of the supervisor will be found on the initial client care letter that we sent to you at the commencement of this matter. If you do not have this information please contact Arvind Patel at arvind@chettyandpatel.co.uk.

On receipt of your complaint the following steps will take place:

- 1) We will send you an acknowledgement of the complaint within 7 days of receiving it providing you with a copy of our client's procedure.
- 2) We will investigate the complaint and aim to provide you with a response to your complaint within 28 days of our letter acknowledging the complaint. If the matter is complex and more time is required we will write to you to give you an indication of when the response will be sent to you. The response may suggest a meeting to discuss the matter further.
- 3) If you are not satisfied with the response or the matter has not been resolved amicably it is possible for you may refer your complaint to the Legal Ombudsman. Any complaint to the Legal Ombudsman must be made
 - within 6 months of our response to your complaint and
 - no more than one year from the date of the act or omission being complained about; or
 - No more than one year from the date when you should reasonably have known that there was cause for complaint.

The contact details for the Legal Ombudsman are

Legal Ombudsman
PO Box 61767
Slough
SL1 0EH

Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

If you are concerned that we haven't adhered to the SRA Rules and Regulations you can report your concerns to the SRA:

Solicitors Regulation Authority,
The Cube
199 Wharfside Street
Birmingham
B1 1RN

Telephone: 0370 606 2555
Email: report@sra.org.uk

[Find out more about the SRA Rules and Regulations and how to report your concerns](#)