

Complaints

Musa Patels LLP is committed to providing high quality legal services to all our clients.

We have now received your complaint.

What will happen next?

1. Mr Zafar Iqbal will be handle your complaint.
2. Your complaint will be recorded in our central register and a separate file will be opened for your complaint.
3. Within three working days of receipt of your complaint he will acknowledge your complaint. The fee earner who acted for you will be asked for an internal response unless that fee earner is absent from the office. Mr Patel will also speak with any other members of staff who may have a bearing on the matter. Your file (s) and any other documentation relevant to your complaint will be reviewed.
4. You will then be contacted in writing with the outcome of this review in relation to your complaint.
5. At this stage, if you are still not satisfied then please let us know. We will then arrange to review the decision. We would generally do this within 10 working days of being informed that you are not happy with the original decision.

The Legal Ombudsman

1. If you are still not satisfied with our final position, you can contact the Legal Ombudsman about your complaint.
2. Ordinarily, a complainant cannot use the Legal Ombudsman unless the complainant has first used the firms' internal complaints procedure. But a complainant can use the Legal Ombudsman if:
 - (a) The complaint has not been resolved to the complainant's satisfaction within 8 weeks of first making the complaint to the firm.
 - (b) Or an Ombudsman considers that there are exceptional circumstances or reasons to consider the complaint sooner or without it being made to the firm first.
 - (c) Or where an Ombudsman considers that an in-house resolution is not possible due to the irretrievable breakdown in the relationship between the firm and the complainant.
3. A complainant to the Legal Ombudsman must be one of the following:

- (a) An individual.
 - (b) A micro-enterprise as defined in the European Recommendation 2003/361/EC of 6th May 2003 (broadly, an enterprise with fewer than 10 staff or a turnover or balance sheet value not exceeding £2 million)
 - (c) A charity with an annual income of less than £1 million.
 - (d) A club, association, or society with an annual income less than £1 million.
 - (e) A trustee of a trust with a net asset value of less than £1 million pound.
 - (f) Or a personal representative or residuary beneficiaries of an estate where a person with a complaint died before referring to the Legal Ombudsman.
4. If you are not in one of the above categories, you should be aware that you can only obtain redress by using our complaints handling procedure and or mediation/arbitration, or by taking action through the courts.
5. The contact details for the Legal Ombudsman are:
Address: P O Box 6806, Wolverhampton, WV1 9WJ
Telephone No: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk