

Our complaint handling procedure:

Complaints Procedure

1. We aim to offer all our Clients an efficient and effective service and we are always happy to discuss your matter with you.
2. Should you have a complaint or any aspects of our service with which you are dissatisfied please tell us immediately so that we can try to put matters right.
3. Our Ms Urvi Shah will look into your complaint promptly and thoroughly. Kindly contact her on urvi@visionsolicitors.co.uk or Fox Court, 14 Gray's Inn Road, London WC1X 8HN.
4. The firm operates a complaints procedure. Initially, please tell us about any difficulties you may have.
5. Within 7 working days of your complaint being made we will acknowledge it and tell you a time frame for a full response which normally could be 3-4 weeks unless there are any complicated facts or any matter which might cause any delays.
6. Your complaint will be recorded in our register and your file will stay open till the complaint is satisfactorily dealt with.
7. Please note that if your complaint is solely about our invoice then you do have a right to object to the invoice by applying to the court for an assessment of the invoice under part III of Solicitors Act 1974.

Your right to go to the Legal Ombudsman

8. If you are not satisfied in the way in which we have handled your complaint, then any client has right to complain to the Legal Ombudsman at the conclusion of our complaint procedure.
9. Any prospective clients who consider we have unreasonably refused a service to them may also complain to the Legal Ombudsman. Please note that you have 6 months from the date of our written response to your complaint to raise the

matter with the Legal Ombudsman. The contact details of Legal Ombudsman are:

Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Yours right to complain to the Solicitors Regulation Authority

We are regulated by Solicitors Regulation Authority (SRA). You have right to complain to SRA if you feel that we have not complied with the principles of professional conduct. The SRA will look into the allegations of dishonesty or discrimination against you. The SRA website www.sra.org.uk/consumers provides details on how to make a complaint to SRA. The contact details are 03706062555 or email: report@sra.org.uk.