

STANDARDS OF SERVICE:

CHAM SOLICITORS aims to provide all its clients with the highest standards of service and client care. If we fail to provide this to you, we need you to inform us so we can try to resolve any problems. We will also learn from them so that we can improve our service.

HOW TO MAKE A COMPLAINT:

CHAM SOLICITORS will always try to provide you with an opportunity to tell us of your concerns and will work with you to try to resolve them. If you are not satisfied with any aspect of our service, you may initially want to discuss this with your solicitor, to see if the matter can be resolved quickly.

If you have spoken to your solicitor or if you do not wish to discuss your concerns with them, you may wish to make a formal complaint.

You can make your complaint either verbally or in writing to Complainant solicitor & Or Principal Manager (Mr. Mohammad Bassam Tablieh) at CHAM SOLICITORS. Which can be contacted by calling 07717712993 or email: bassam@chamsolicitors.com

Our manager is responsible for handling complaints in relation to services provided by CHAM Solicitors.

WHAT HAPPENS NEXT:

Our manager will acknowledge your complaint within (5 working days) of receiving it.

CHAM SOLICITORS will investigate and provide you with a response to your complaint within 5 working days of our receipt of your complaint.

If we have to change the timescale for any reason, we will let you know and explain why.

BAIS will keep details of your complaint in a central register. We will also create a separate file or section in your case file in order to record details of the complaint, our investigation and CHAM solicitors' response to your complaint.

INVESTIGATION:

Your complaint will be investigated in the following way:
CHAM Solicitors' Manager will ask the solicitor working on your case to provide their response to your complaint.

CHAM SOLICITORS Manager will consider the solicitor's response, the information provided in the complaint and any other relevant material (such as the contents of your case file).



Cham Solicitors

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CHAM SOLICITORS Manager will prepare a written response, which will be sent to you. This response will set out the findings of the complaint investigation as well as any suggestions for resolving the matter.

If you consider taking legal action against CHAM SOLICITORS, we confirm we have Professional Indemnity Insurance to meet any relevant claims. Please note that if you are not satisfied with our response to your complaint or if you do not wish to complain direct to CHAM SOLICITORS, you may at any time complain directly to Solicitor's regulation authority (SRA).

The SRA can be contacted at:
Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1RN
report@sra.org.uk

