

STANDARDS OF SERVICE:

B A International Solicitors (BAIS) & Cham Solicitors are trading names of B A International Solicitors Ltd. 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:

BAIS 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, who has conduct of your matter 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 Complaint Solicitor & Or/Principal Manager Mr. Bassam Tablieh at BAIS. Which can be contacted by calling 07717712993 or email: bassam@bais.uk.

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

WHAT HAPPENS NEXT:

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

BAIS 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 BAIS response to your complaint.

Investigation:

Your complaint will be investigated in the following way:

BAIS Manager will ask the solicitor working on your case to provide their response to your complaint.



Cham Solicitors

Cumberland House, Suite 207, 80 Scrubs Lane, London, NW10 6RF
Tel: 0771772993 Tel: 0204 509 9118 email: info@chamsolicitors.com

BAIS 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).

BAIS 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 BAIS, we confirm we have Professional Indemnity Insurance to meet any relevant claims.

We hope that we have been able to resolve your complaint satisfactorily. However, if you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman, an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman's contact details are: -

Telephone: 0300 555 0333

Website: www.legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH