

Complaints Handling Policy

We are committed to providing a high-quality service to our clients and we pride ourselves on our thorough and professional approach to our work.

While we rarely receive complaints, we believe that it is important to have procedures in place to help you in the unlikely event of your wishing to make a complaint.

The following procedure is intended to inform you of the way in which we handle complaints, and help you to decide the best approach to take. When something goes wrong we need you to tell us about it.

Our complaints procedure

The person with overall responsibility for managing complaints is the Client Care Director, Dipak Savjani.

We ask that you communicate your complaint to us in writing setting out your particular concerns. This helps us to understand your complaint and respond to it.

If you want to raise a complaint under this procedure please email dipak@graphene.legal. Alternatively, you can write to the lawyer with conduct of your matter or the supervising partner and request your complaint be forwarded to Dipak Savjani.

What will happen next?

1. We will acknowledge receipt of your complaint in writing within five working days of receiving it.
2. We will then investigate your complaint. This will normally involve our complaint handler reviewing your file and speaking to the member of staff who acted for you and/or the Supervising Director.
3. In any case we will send a detailed written reply to your complaint, including our suggestions for resolving the matter, within 28 days of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Client Care Director, Dipak Savjani, to review the decision with Kerry Flahive.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If your complaint is not resolved to your satisfaction within eight weeks of it having been made to us, you have the right to complain to the Legal Ombudsman (LeO). Please note that the Legal Ombudsman has time limits for accepting complaints.

Please be aware that key changes to the Legal Ombudsman Scheme rules come into force from 1 April 2023. In particular Scheme Rule 4 has been amended with new time limits for making complaints to the Legal Ombudsman. You will need to bring your complaint to the Legal Ombudsman within six months from the end of our complaints process. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

We hope that this will not be necessary but the LeO can be contacted by telephone on 0300 555 0333, by email at: **enquiries@legalombudsman.org.uk** or by post at Legal Ombudsman, PO Box 6167, Slough SL1 0EH. We will remind you of this right to complain to LeO at the conclusion of our complaints process.

Where we are unable to resolve your complaint you also have the option of contacting an alternative complaints body competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We will inform you at the end of the complaints procedure whether we agree to the use of an alternative complaints body.

We are of course always glad to receive your comments on our service and to hear how we can help to improve it. Any complaint is always taken very seriously and if you do find cause for complaint you can be assured that it will be investigated thoroughly.

If we have to change any of these timescales we will let you know and explain.