

MetroLaw Solicitors Complaints Handling Procedure

We will not charge you for dealing with your complaint and you complaining will not have a negative impact on your matter.

Please note that our Compliance Officer for Legal Practice, a director and senior solicitor, Mr Sumair Iqbal, is responsible for handling complaints, but may delegate your complaint to a colleague to deal with.

You may raise a complaint with us in one of the following ways:

- a) By telephone to our office at 020 8590 1100
- b) In writing to our head office at 92 Goodmayes Road, Goodmayes, Essex IG3 9UU
- c) In writing via facsimile to our office at 020 8597 2666
- d) Via email to manager@metrolaw.co.uk
- e) In person at our office

We will endeavour to conclude our investigations into your complaint and provide you with a substantive final response to this as soon as possible but at the latest within 8 weeks of receipt by us of your complaint.

If you are unhappy with our management of your complaint or with the outcome, or if we have been unable to resolve your complaint within 8 weeks, you may refer your complaint to the Legal Ombudsman, free of charge.

The Legal Ombudsman may be contacted at Legal Ombudsman, PO Box 6167, Slough SL1 0EH, or by telephone on 0300 555 0333. The office is open Mon-Fri between 8.30 am and 5.30 pm. You may find out more information at www.legalombudsman.org.uk

Please note that the timescales within which you may raise your complaint are contained in the following link:

<https://www.legalombudsman.org.uk/media/xfrfzben/guidance-scheme-rules-april-2023.pdf>

From 1 April 2023, the time limits for referring a complaint to the Legal Ombudsman are no later than:

- one year from the date of the act or omission being complained about; or
- one year from the date when the complainant should have realised that there was cause for complaint

You must refer your complaint to the Legal Ombudsman within six months of our final response to you.