

Making a complaint about Sharma & Co

You can make your complaint with the person dealing with your matter or with Anand Sharma, the Managing Partner either by telephone on 020 8552 5022, in person at the office or in writing such as a letter addressed (faxed if convenient to 0208 552 5023) as below or by electronic mail to anand@sharmasolicitors.co.uk; you must detail all the following;

1. When your matter started
2. When your matter finished (if applicable)
3. The issues which you feel in causing the complaint
4. Why these issues are causing the complaint
5. What steps we could take in resolving the complaint.

Unless these steps are complied with, the complaint will not be accepted. All complaints must be made within 6 months from the time of the file being closed. **THERE IS NO COST INCURRED IN MAKING A COMPLAINT and this overrides any provision in the Client care and Main Terms.**

Investigating your complaint

1. We will acknowledge your complaint within 14 days.
2. We will conduct a full investigation and an independent review of your matter.
3. We aim to respond in full within 56 days.
4. However, if your complaint is of a more complex nature we will require more time but we will let you know when you will receive a full response.
5. We will reply to you, usually in writing or email to tell you our views on your complaint and how we propose to resolve it, hopefully to your satisfaction.

If still unresolved at this stage, you may take your complaint to the Legal Ombudsman.

Legal Ombudsman

The Legal Ombudsman is from 06 October 2010 an independent organisation established to deal with complaints about Solicitors.

The Legal Ombudsman may:

- Investigate the quality of professional service supplied by a solicitor to a client.

The Legal Ombudsman will not:

- Investigate allegations that a solicitor has breached rules of professional conduct.
- Express a view on whether a solicitor's charges are fair and reasonable.

- Determine whether a solicitor has been negligent.
- Give legal advice or tell a solicitor how to handle a case.
- Review the outcome of a court case.

Before it will consider a complaint the Legal Ombudsman generally requires that the firm's internal Complaints Procedure has been exhausted. If it is necessary to involve the Legal Ombudsman it may take further time from the end of the firm's procedure; this can be checked at www.legalombudsman.org.uk, or by telephoning 0300 555 0333.

If the Legal Ombudsman is satisfied that the complaint has been dealt with satisfactorily then it may decline to take your complaint any further. This does not affect your statutory rights.

The Legal Ombudsman's address is: PO BOX 15870, Birmingham, B30 9EB.

Anand Sharma
Managing Partner
05 October 2010

Previously
Sole Principal prior to 01 December 2010.

Sharma & Co Solicitors
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www.sharmasolicitors.co.uk

Regulated by the Solicitors Regulation Authority
Members of The Law Society
SRA No.520378

Partners: Anand Sharma | Amit Sharma