

# Complaints Procedure

**Client Care Contact: Cecilia Nwobi, Director; [Info2@3cls.com](mailto:Info2@3cls.com); 3C Legal Services Limited**

3C Legal Services Limited is committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

## **Our complaints procedure**

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case, please contact us and let us know about the problem to enable us to deal with it.

Please address your complaint to our Director Cecilia Nwobi. This procedure should also be taken by any prospective clients who we do not wish to provide service to or persistently or unreasonably offered an unwanted service to. Such complaint should be brought only if the party making the complaint or claim has some evidence to show that 3C Legal Services has acted unreasonably.

## **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our director Cecilia Nwobi, who will review your matter file and speak to the member of staff who acted for you.
3. You will then be invited to a meeting to discuss and, it is hoped, resolve your complaint. This should be within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Cecilia Nwobi will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible Cecilia Nwobi will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another staff to review the decision.
7. 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.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint and 6 years from the date of the act or omission giving rise to the complaint or no more than three years from when you should reasonably have known there was cause for complaint.
9. . The Legal Ombudsman has provided further guidance on its service at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) .

## **What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).

**If we have to change any of the timescales above, we will let you know and explain why.**