

Complaints Procedure

Blacks Legal is committed to high quality legal advice and client care. If, however, there should be a cause for concern or an issue about our professional service, please refer the matter in the first instance to the person with day to day conduct of your case. We have an internal complaints procedure which can be made available upon request.

Should this not resolve the matter to your satisfaction please speak to Mr Mahtab Aziz who is a Director of the firm and the firm's designated Complaints Manager. The Complaints Manager will ensure that your complaint about the service provided by Blacks Legal is carefully examined and resolved as quickly as possible. We will have eight weeks to consider your complaint. If the complaint relates to one of the Directors another Director will deal with the complaint instead.

If you are not satisfied with the final response of the Complaints Manager, you may refer your complaint to the Legal Ombudsman. Normally, the Legal Ombudsman expects complaints to be made to them within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). The Legal Ombudsman will usually only consider a complaint about the service provided by Blacks Legal if our internal complaints procedure has been exhausted. You may contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ. Telephone no: 0300 555 0333. Web address: www.legalombudsman.org.uk.

If you believe Blacks Legal or any individual within the firm has breached any of the SRA Principles such as being dishonest or treating you unfairly because of your gender, age or other characteristics, then you may report the issue directly to our regulator on their website www.sra.org.uk.

On their website you can find out more details on how and when to report an issue. Please note the SRA does not have the power to award compensation for poor service, or to reduce or refund your legal fees. These issues will be referred to the Legal Ombudsman