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## **Complaints Handling by Virgo Solicitors Limited**

### **Introduction**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then we would encourage you to inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact an advisor who is working on your case to discuss your concerns, and we will do our best to resolve any issues. If you still have queries or concerns, please contact Dr. Abess Taqi;

- on 0208 885 3999 or,
- by post to Dr. Abess Taqi, Virgo Solicitors Limited, Suite 21, Imperial House, 64 Willoughby Lane, London, N17 0SP or,
- via email to: [abess@virgosolicitors.co.uk](mailto:abess@virgosolicitors.co.uk).

Your right to complain might relate to the way in which your matter is being handled or the fee we are seeking from you.

For further information or if you want to make a formal complaint, then you can read our full complaints procedure which is set out below. In our procedure, we explain how we will handle a formal complaint. We also explain the role of the Legal Ombudsman and the Solicitors Regulation Authority and provide useful contact details so you can be properly aware of your rights and the options available to you.

### **Our Complaints Handling Procedure**

We are authorised and regulated by the Solicitors Regulation Authority (SRA). We are committed to high quality legal advice and client care and aim to offer all our clients an efficient and effective service. However, if our clients would like to discuss how the service to them could be improved, the level of their bill, or should there be any aspect of our service with which they are not satisfied, we ask them to please contact the person in our firm responsible for complaints handling: Dr. Abess Taqi on 0208 885 3999 or, by post to Dr. Abess Taqi, Virgo Solicitors Limited, Suite 21, Imperial House, 64 Willoughby Lane, London, N17 0SP or, via email to [abess@virgosolicitors.co.uk](mailto:abess@virgosolicitors.co.uk).

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#### **Virgo Solicitors Limited**

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We are committed to providing high quality legal advice and client care and are keen to resolve any concerns as soon as possible. To do this we will:

- follow our complaints handling procedure and,
- endeavour to handle your complaint promptly, fairly and free of charge.

Our complaints procedure is as follows:

**Step One:**

If they have not already done so, we ask our clients to let us know the full nature of the problem.

**Step Two:**

Our Complaints Handling Representative will write to the client acknowledging their complaint within five working days. In this letter, we shall confirm what happens next.

**Step Three:**

Our complaints handling representative shall then investigate the matter by reviewing the matter file and speaking to the member of staff concerned within ten working days of acknowledging receipt of the complaint.

If, for some reason, the matter cannot be investigated in this timeframe, then we will write to the client notifying them of this together with the reason why and giving a revised timescale.

Once the investigation has been completed, our complaints handling representative shall invite the client to a meeting to discuss the issue(s) they have raised and hopefully resolve the complaint. This could be a meeting, video conference call or telephone call. The client's preference will be considered, as well as how best the matter may be dealt with. This process of engagement will take place within ten working days of our concluding the investigation of the matter.

Following the meeting or call, our complaints handling representative shall write to the client within five working days of the meeting or call to confirm the discussion and the solution agreed upon.

If the client does not want to, or is unable to, attend such a meeting or engage in a discussion (or the meeting or call is not necessary), we will be happy to send the client a detailed, written response, including the proposed solution, within fifteen working days of our concluding the investigation of the matter.

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#### **Step Four:**

If the client is satisfied with our response following the above steps, that will be the end of the matter.

However, if the client is not satisfied, they will be invited to contact our Complaints Handling Representative again and they will arrange for another senior staff member who is unconnected with the matter, namely the firm's Practice Manager, Mrs. Shen Turgut (contact details: [shen@virgosolicitors.co.uk](mailto:shen@virgosolicitors.co.uk)) or another local solicitor if this is preferred by the client to review the decision.

We will write to the client within ten working days of receiving the request with confirmation of the firm's final position in relation to the complaint, outlining the reasons and any final redress that is offered.

#### **Step Five: Other avenues**

Clients must always try complaining to us first. In most cases they will not be able to take their complaint further without allowing us the opportunity to put things right.

##### *Legal Ombudsman*

We are permitted a period of eight weeks to consider the complaint. If for any reason we are unable to resolve the problem between us within that timeframe, then you may ask the Legal Ombudsman to consider the complaint.

You are free to refer any complaint about our work, fees or level of service but there are some conditions and time limits. Please be aware that any complaint to the Legal Ombudsman must usually be made within six months of you having received a final written response from us about your complaint.

Complaints to the Legal Ombudsman must usually be made within one year of the act or omission about which you are complaining occurring or from when you should have known about or become aware that there were grounds for complaint.

For further information, please contact the Legal Ombudsman on 0300 555 0333 or visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). The Legal Ombudsman may be contacted at PO Box 6167, Slough SL1 0EH.

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### *Solicitors Regulation Authority*

If someone thinks a solicitor might be dishonest or you have concerns about their ethics or integrity, they have the right to notify our regulator, the Solicitors Regulation Authority (SRA). There are no time limits for making a report but there are limits on what the SRA will consider.

Please note: The SRA cannot deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman).

For further information about the SRA's role, please contact the SRA on 0370 606 2555 or visit: [SRA | Reporting a solicitor or firm to us | Solicitors Regulation Authority](#)

### *Information Commissioners' Office*

To the extent that your complaint relates to a breach of Personal Data or it is evident that you are exercising your Rights as a Data Subject under data and information rights legislation (including, but not limited to the UK GDPR and Data Protection Act 2018), there may be aspects of the complaint that we may have to deal with and/or respond to differently in light of our obligations as a Data Controller.

It may be that aspects of your complaint will need to be passed to our Data Protection Officer, Dr. Abess Taqi on 0208 885 3999 or by post to Dr. Abess Taqi, Virgo Solicitors Limited, Suite 21, Imperial House, 64 Willoughby Lane, London, N17 0SP or via email to: [abess@virgosolicitors.co.uk](mailto:abess@virgosolicitors.co.uk). to assess and respond to in accordance with our Data and Privacy Notice] which is available on our website [www.virgosolicitors.co.uk](http://www.virgosolicitors.co.uk) and is also available on request.

Our standard complaint handling timescales noted above may also not be appropriate and, we will advise you if we must increase the timeframe for responding.

In the event of an allegation of a breach of Personal Data and/or any concern that our firm has not handled your personal information properly, we will consider whether a report needs to be made to the Information Commissioner's Office (ICO). Not all breaches are reportable, and we will advise you of the results of our assessment.

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Should it be clear that you are exercising your rights under data and information rights legislation, please be assured we will handle that aspect of your complaint in accordance with our regulatory obligations. For instance, we will aim to provide a full response to a Personal Data request within one month but if we cannot respond within that timescale, we will let you know when we will be able to respond.

You can find guidance on our obligations under the data and information rights legislation on the ICO's website ([www.ico.org.uk](http://www.ico.org.uk)) as well as information on their regulatory powers and the action they can take. You also have the right to lodge a complaint with the ICO, if you have first allowed us the opportunity to attempt to resolve it ourselves.

For further information, or to contact the ICO, please visit [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or call 0303 123 1113. Your rights to refer the complaint to the Legal Ombudsman and SRA (as set out above) may still be available to you in addition to your Personal Data rights.

### *Alternative Complaints Bodies*

Alternative complaints bodies (such as ProMediate, further details of which can be found at [www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about legal services should both parties agree to use such a scheme. However, we need to advise you that we do not agree to use an additional complaints scheme in addition to or instead of the redress offered by the Legal Ombudsman.

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