

Complaints Handling Policy

1. Introduction

Immisol Solicitors is committed to providing a high-quality legal service to all of our clients. We value your feedback and, if something goes wrong, we need you to tell us about it. This will help us to resolve any issues and to improve our standards.

This document sets out the procedure to be followed if you wish to make a complaint about the service you have received, the conduct of any member of our firm, or the costs charged.

2. Complaints Within the Firm

In the first instance, please raise your concerns with the solicitor responsible for your matter.

If the issue is not resolved, you should submit a formal complaint to our Complaints Officer:

Complaints Officer: Sophia Ava

Email: Sophia@immisol.co.uk

Telephone: 0161 5039580

Address: 261 Barlow Moor Road, Manchester, M21 7GJ, England

We will acknowledge your complaint promptly, investigate it fairly, and aim to provide you with a written response within eight weeks.

3. If You Remain Dissatisfied

3.1 Legal Ombudsman (LeO)

If you are unhappy with our final response, or if we have not responded within eight weeks, you may refer your complaint to the Legal Ombudsman.

The Legal Ombudsman can investigate complaints about the standard of service provided by solicitors, including issues such as delay, failure to follow instructions, poor communication, and problems with fees.

Time limits: You must normally refer your complaint to the Legal Ombudsman:

- Within six months of our final written response; and

- Within one year of the act/omission you are complaining about, or of when you should reasonably have known there was a problem.

Contact details:

Website: www.legalombudsman.org.uk

Email: enquiries@legalombudsman.org.uk

Telephone: 0300 555 0333

Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

3.2 Solicitors Regulation Authority (SRA)

If you are concerned about the conduct of a solicitor or our firm — for example, issues relating to dishonesty, discrimination, misuse of client money, or breaches of the SRA Standards and Regulations — you may raise your concerns with the Solicitors Regulation Authority.

Contact details:

Website: www.sra.org.uk

Telephone: 0370 606 2555

Email: report@sra.org.uk

The SRA does not deal with complaints about poor service or fees. These should be directed to the Legal Ombudsman.

4. Disputes About Costs

If your complaint relates to the amount of our bill, you may have the right to apply to the court for a formal assessment of our charges under Part III of the Solicitors Act 1974.

Please note:

- An application for assessment must usually be made within one month of delivery of the bill.
- If you choose to pursue a costs assessment through the court, the Legal Ombudsman may not be able to consider a complaint about the same bill.

5. Summary of the Procedure

1. Raise your complaint with the solicitor handling your matter.
2. If unresolved, make a formal complaint to our Complaints Officer. We have eight weeks to

provide our final written response.

3. If you remain dissatisfied:

- Legal Ombudsman – complaints about poor service or fees.
- Solicitors Regulation Authority – complaints about professional misconduct.

4. Costs assessment – if you wish to challenge our bill through the court.

This policy complies with the requirements of the Legal Services Act 2007 and the SRA Standards and Regulations.