

Complaints Policy

1. INTRODUCTION

We are committed to providing a high quality of service to all of our clients. However, we understand that occasionally something can go wrong so we need you to tell us about it to help us improve our standards. There will be no charge made for the time taken to investigate and resolve a complaint.

2. MAKING A COMPLAINT

If you have a complaint, please give the details via letter, telephone, email or in person to Satpal Pandal, who is a director of Savage Silk and also our Complaints Partner. Satpal is responsible for ensuring that any complaint is dealt with promptly and fairly. Satpal's contact details are:

Satpal Pandal
Savage Silk Limited
The Core
Bath Lane
Newcastle Helix
Newcastle upon Tyne
NE4 5TF
Telephone: 0345 209 4705
Email: satpal.pandal@savagesilk.co.uk

3. ACKNOWLEDGING YOUR COMPLAINT

We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

If you make an oral complaint then our written acknowledgement will set out our understanding of your complaint.

If we have reasonable grounds to be satisfied that another firm may be solely or jointly responsible for the allegation(s) made, we will promptly forward the complaint, or the relevant part of it, to that firm. We will write to you to confirm our actions and provide contact details of the firm concerned.

4. INVESTIGATING YOUR COMPLAINT

Following acknowledgment, we will then investigate your complaint. This will be carried out by Satpal Pandal, unless the complaint is about a matter he has dealt with. Satpal will review the matter file and speak to the fee earner/adviser involved, and will ensure the matter is investigated diligently and assessed fairly, consistently and promptly. If the complaint is regarding one of Satpal Pandal's matters then another member of management of the firm will conduct the investigation.

We may ask you to submit copies of documentation and may also request further information from you to assist us with our investigation. We will take into account any documents and/or information you may provide in relation to your complaint.

You will then be invited to a meeting to discuss and hopefully resolve your complaint within 14 days of us sending out the acknowledgement letter. Within three days of the meeting, Satpal Pandal will write to you to confirm what took place and any solutions that have been agreed.

If you do not want a meeting or it is not possible to arrange one within a prompt timescale, Satpal Pandal will send a detailed written reply to your complaint, including any suggestions for resolving the matter, within 21 days of us sending out the acknowledgement letter. This letter will:

- be fair, clear and not misleading;
- provide details of our investigation and decision; and
- if relevant, include any offer of remedial action or the appropriate level of redress (or both).

At this stage, if you are still not satisfied then you should contact us again and we will arrange for another partner at the firm, or someone unconnected with the matter, to review the decision. 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.

If after a review you are still not satisfied, you can then contact:

Solicitors Regulation Authority (SRA)
The Cube
199 Wharfside Street
Birmingham
B1 1RN
Telephone: 0370 606 2555
Email: contactcentre@sra.org.uk

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk

Please note: You will need to bring a complaint to the Legal Ombudsman 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 this period, within three years of when you should reasonably have been aware of it).