

This page gives you the full complaints procedure for Titan Solicitors.

If you require any further information please do not hesitate to contact us.

## **Titan Solicitors Limited**

Trading Name: Titan Solicitors

We strive to ensure that you receive the highest possible standards of service from us. However, we understand that from time to time we may not always get things right. In the unlikely event that you are not satisfied with any aspect of our service, we have an established procedure to resolve your concerns as quickly as possible.

We are committed to resolving any grievances in the spirit of compromise and with the utmost of best intentions. We will endeavour to act professionally, courteously and fairly.

### **Charges:**

Please be assured that you will never be charged a fee or suffer any reduction in the quality of the service that we offer you because you may wish to raise a client care issue.

### **Procedure First stage:**

We firmly believe that resolving any issues that you may have as close as possible to the source of the concerns is the best way to achieve the most effective outcomes. Therefore, if you have any concerns about the quality of service that you have received from us, then please raise your concerns with the Solicitor who is acting for you in the first instance. All our Solicitors are rigorously trained during our induction processes and beyond to handle quality assurance issues positively and fairly at all times.

### **Procedure Second Stage:**

If you feel that it would be completely inappropriate to raise your issues with the Solicitor who is acting for you or you have raised your issues with that person and you are dissatisfied with the proposed outcomes, then you should raise the matter with the Compliance Officer in writing. In the circumstances that your complaint relates to the Compliance Officer, your issue will be re-directed to the next most senior person within the company, who will consider your concerns impartially. We will acknowledge your letter within 3 days.

The role that the Compliance Officer has determined is that they will be fair and reasonable to client's concerns at all times and will place a particular emphasis on compromise. This stage will normally involve the Compliance Officer reviewing your file and speaking to the member of staff who acted for you.

Our Compliance Officer may also invite you to a meeting to discuss and hopefully resolve your concerns. We would hope to do this within 14 days of sending you the acknowledgement letter. Following this meeting, the Compliance Officer will then write to you within 14 days to set out findings and suggestions.

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

## Procedure Final Stage:

In the very unlikely event that you are unable to resolve matters with the Compliance Officer or the outcomes suggested do not meet with your satisfaction, you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints.

The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint AND

- a) no more than six years from the date of act/omission; or
- b) no more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them. Their details are:

Website: <https://www.legalombudsman.org.uk/>

Telephone: 0300 555 0333 between 9am to 5pm.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Address: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ.

## Online Dispute Resolution (ODR)

In accordance with relevant EU Directives, if you are a client and we have made a contract with us by electronic means you may be entitled to use an EU online dispute resolution service to assist with any contractual dispute you may have with us. If you require any further information on this solution, then please do not hesitate to contact us further.

## Solicitors Regulation Authority

The Solicitors Regulation Authority can also help you 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 protected characteristic.

If you would like more information about The Solicitors Regulation Authority, please contact them. Their details are:

Website: [www.sra.org.uk](http://www.sra.org.uk)

Telephone: 0370 606 2555

Address: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN.

### **Our Contact Details**

Should you have any concerns about any aspect of the service that you have received from Titan Solicitors you may contact the Compliance Officer by the following means:

a) By telephone on 020 3793 2058 (charged at local rates and mobile minutes inclusive)

b) By email on [contact@titansolicitors.com](mailto:contact@titansolicitors.com)

c) By writing to us at The Compliance Officer, Titan Solicitors, 122a Plumstead Common Road, London, SE18 2UL.