

MEMBERS

David J. T. Ford
 Karamjit S. Dulai
 Ranjeet S. Johal
 Raymond P. Brownson

Associates

Manisha Gadhia
 Anju Kohli
 Susannah Crouch
 Joanne Hodgson
 Surinder Syan
 Andreas Christou
 Jessica Dalziel

Mills Chody LLP**SOLICITORS**

226-228 Kenton Road
 Kenton, Harrow
 Middlesex
 HA3 8BZ

Tel: 020 8909 0400

Fax: 020 8907 0128

MILLS CHODY LLP**Client Complaints Handling Procedure****What happens if you have a complaint?**

1. Complaints should be sent to the Client Care Partner, Ranjeet Johal, or our Managing Partner who will discuss the matter with the acting Solicitor.
2. The Solicitor responsible for your file will contact you and try to resolve the complaint.
3. We will send a letter acknowledging receipt of your complaint within three working days of receiving it.
4. If the Solicitor does not resolve the matter the Client Care Partner will then investigate your complaint and review your file and speak to the Solicitor involved.
5. The Client Care Partner will contact you directly and try to resolve the complaint. He will do this within 14 days of sending the acknowledgement letter.
6. At this stage, if you are still not satisfied, we will arrange for another partner to review the decision.
7. We will write to you within 14 days of receiving a request for a review, confirming our final position on the complaint and explaining our reasons.
8. We will write to you with an explanation if we have to change any of the timescales above.
9. If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.
10. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman's contact details are: -

- Telephone: 0300 555 0333 / Minicom: 0300 555 1777
- Website: www.legalombudsman.org.uk
- Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ