



We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it in order to help us improve our standards.

Our Complaints Procedure v.140723	
Step 1	Raising a concern <p>If you have any concerns, we kindly request that you raise them in the first instance with the Case Handler assigned to your file. They will make every effort to address your concern to your satisfaction.</p>
Step 2	Formal Complaint <p>In the event that your concern has not been adequately addressed by the Case Handler, you may request that the matter be formally investigated under our Complaints Procedure.</p> <p>To initiate a formal complaint, please write or email the Supervisor of your Case Handler. You can find the Supervisor's details in your initial paperwork or through your Case Handler. If you are unable to locate this information, please email info@olaleslie.com. Your complaint will be allocated to one of our Partners, who will handle it independently.</p> <p>Acknowledgment and Response: Within 5 working days of receiving your complaint, we will acknowledge its receipt. We will provide you with a written response within 8 weeks of acknowledging your complaint.</p>

Step 3	<p>Review by Managing Partner</p> <p>If your complaint remains unresolved after Stage 2, you have the option to escalate it to our Managing Partner, Ola Kupoluyi, who is our designated Complaints Handling Partner. The Managing Partner will conduct a thorough review of your complaint, and further investigations may be carried out if necessary.</p> <p>Final Response: Within 8 weeks of receiving your request for review, we will write to you, confirming our final position on your complaint and explaining the reasons behind our decision.</p>
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Timelines and Communication:

We strive to meet all the timescales mentioned above. In the event that we are unable to do so, we will promptly notify you and provide an explanation for any delay.

We undertake not to charge you for investigating a complaint made by you.

If you have any special communication needs or specific preferences regarding how we handle your complaint, please inform us, and we will do our best to accommodate them to the extent practicable.

We appreciate your cooperation and feedback, which will help us continually improve our services.

Legal Ombudsman	<p>Limitation Period and Escalation:</p> <p>You can bring a complaint to the Legal Ombudsman if you are not satisfied with the resolution. The Legal Ombudsman can be contacted at PO Box 6806, Wolverhampton WV1 9WJ, www.legalombudsman.org.uk, tel 0300 555 0333, or via enquiries@legalombudsman.org.uk.</p> <p>Please note that the Legal Ombudsman has certain limitations on the types of complaints they can handle, and they will inform you whether they can address your specific complaint.</p> <p>Generally the ombudsman will look into your complaint if you refer it within one year of the problem happening; or within one year from when you found out about it; and you refer the complaint within six months of your service provider's final response, if they warn you about this appropriately.</p>
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**Solicitors
Regulation
Authority**

**Complaint to the Solicitors Regulation Authority
(SRA):**

If you believe that our handling of your complaint has been unsatisfactory and you wish to make a complaint to the Solicitors Regulation Authority (SRA), you can do so by contacting them directly.

The SRA can be reached at:

Solicitors Regulation Authority

The Cube

199 Wharfside Street

Birmingham

B1 1RN

Phone: 0370 606 2555 (from within the UK) +44 (0)121

329 6800 (from outside the UK)

You can also visit their website at www.sra.org.uk for more information on how and when to file a complaint.

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