

We are committed to providing a high-quality legal service. If something goes wrong, we want you to tell us so that we can address your concerns and improve our standards.

Our Complaints Procedure	
Stage	Process and Timelines
Informal Resolution	If you have any concerns about the way your matter is being handled, please raise them in the first instance with the case handler dealing with your file. Many concerns can be resolved quickly at this stage.
Stage 1: Supervisor / Partner Investigation	If the issue is not resolved informally, please submit your complaint in writing by email or post. Your complaint will be referred to the Supervisor of the case handler, or to an appropriate Partner, who will conduct an independent investigation. We will acknowledge your complaint within seven working days and aim to provide a written response within eight weeks of that acknowledgment.
Stage 2: Managing Partner Review	If you are not satisfied with the Stage 1 response, you may request an escalation to the Managing Partner, Ms Olaitan Kupoluyi. She will review the complaint, carry out further investigations if necessary, and provide a final written response within eight weeks of receiving your request.
Legal Ombudsman	If you remain dissatisfied after our final response, or if we have not resolved your complaint within eight weeks at Stage 2, you may contact the Legal Ombudsman. This must normally be done within six months of our final response and within one year of the act or omission (or when you became aware of it). Contact: PO Box 6167, Slough SL1 0EH
Solicitors Regulation Authority (SRA)	The SRA deals with concerns regarding professional conduct, such as dishonesty or breaches of professional rules. They do not deal with service complaints or award compensation. Information is available at: www.sra.org.uk .
Additional Information	<ul style="list-style-type: none"> • We will not charge you for investigating a complaint. • Making a complaint does not affect your obligation to pay fees. • If you have a disability or special need requiring a specific communication method, please let us know so we can accommodate you. • Abusive or inappropriate behaviour towards staff will not be tolerated. <p>All correspondence should be addressed to:</p> <p>Ola Leslie Solicitors LLP 141–142 Lower Marsh London SE1 7AE</p> <p>Email: info@olaleslie.com</p>