

AJJB LAW THIRD PARTY COMPLAINTS HANDLING PROCEDURE

AJJB Law are committed to treating all parties we come into contact with fairly. Whilst we hope that you will not have reason to complain, if our services or people have fallen short of our standards, we want to know. If you feel the need to bring something to our attention please contact us and let us know. We will then ensure that we investigate your complaint and do everything that we can to put things right for you.

The purpose of this policy is to set out our approach and outline our responsibilities in dealing with third party complaints. A third party complaint is a complaint by a person or organisation with whom we interact but with whom we do not have a direct legal relationship. This could be for example a customer of a client from whom we are trying to collect money, or third party organisations such as a Citizens Advice Bureau. For clients for whom we are acting for we have a different policy. This is because different regulatory provisions apply. That policy is here:

<https://www.ajjblaw.co.uk/wp-content/uploads/2020/08/complaintsprocedure2020.pdf>

If you wish to raise a complaint regarding our conduct please do so by:

- Telephone on: 01422 746202
- Post: AJJB Law, 3rd Floor West, Bowling Mill, Dean Clough, Halifax, HX3 5AX
- Email: contactus@ajjblaw.co.uk

To assist us to deal with your complaint as quickly as possible, please provide the following information:

- Your full name, address including postcode and your reference number.
- The full details of your complaint and any documentation you feel may be relevant to your complaint.
- What you would like us to do to put things right.

Complaint Handling

On receipt of a complaint, we will:

- Aim to resolve all of your concerns within three business days of receipt of the complaint. However, if we are unable to do so, we will acknowledge your complaint in writing within five business days of receipt of the complaint. If the complaint has been investigated and concluded within this time frame, a final response will also be included.
- Investigate your concerns and try to resolve your complaint as soon as possible. If we have not been able to complete our investigations within four weeks from receipt of your complaint we will write to you to confirm when we expect our

investigations and the outcome of your complaint to be communicated to you.

- Write to you with a final response and conclusion within eight weeks of receipt of your complaint which we hope will resolve the complaint to your satisfaction. In exceptional circumstances where the investigation is taking longer than we expect, we will write to you explaining the reason for the delay, when we would expect to provide the final response and we will provide details of who you can refer your complaint to should you be unhappy with the way that we have handled your complaint.

If you are not satisfied with our final response to your complaint you are entitled to refer the complaint to the Solicitors Regulatory Authority ("SRA"). The relevant process can be found here:

<https://www.sra.org.uk/consumers/problems/report-solicitor>

Authorised and Regulated by the Solicitors Regulation Authority(SRA): 665180