



COMPLAINTS PROCEDURE

"We", "our" and "us" mean Enigma Solicitors.

The firm is authorised and regulated by the Solicitors Regulation Authority – registration number 548739.

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. This will help us to improve our standards. If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman. We will not charge you for handling your complaint.

What will happen next?

1. We will send you a letter / email acknowledging receipt of your complaint, ideally within seven days of receiving it, and certainly as soon as reasonably practicable. We may ask for the avoidance of doubt that you submit a written complaint but if you have chosen not to make a written complaint we will only ask for a complaint in writing where we feel it is appropriate in order to be clear as to the issues.
2. We will offer to provide you with a copy of this document but will in any event explain the immediate steps regarding the complaint to you.
3. We will investigate your complaint. This will normally involve passing your complaint to Rory Smith, a partner at this firm, who will review your matter file and speak to the member(s) of staff who acted for you.
4. Rory Smith will then invite you to a meeting to discuss your complaint. He will do this within 14 days of sending you the acknowledgement letter. If you prefer not to attend a meeting, the matter can be discussed by telephone if you wish.
5. Within fourteen days of the meeting, or 14 days of you confirming that you do not want a meeting, Rory Smith will write to you to confirm his response to your complaint, and any solutions he has agreed with you or proposes.

6. At this stage, if you are still not satisfied, you should contact us again. We will arrange for Neil Mercer, also a partner at Enigma, to review the complaint.
7. We will write to you within 14 days of receiving your request for a review, or within 14 days of meeting you to discuss the review (if you request a meeting), confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ, about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.
9. If we have to change any of the timescales above, we will let you know and explain why.

The Solicitors Regulation Authority

If you think a solicitor might be dishonest or you have concerns about their ethics or integrity, you have the right to notify our regulator, the Solicitors Regulation Authority (SRA). There are no time limits for making a report but there are limits on what the SRA will consider. The SRA is not able to deal with issues of poor service. Complaints of this nature should instead be referred to the Legal Ombudsman, as above, if we cannot resolve such a complaint for you.

For further information about the SRA's role, please contact the SRA or visit: <https://www.sra.org.uk>