

**KL LAW LIMITED
COMPLAINTS PROCEDURE**

1. Complaints handler

The nominated complaints handler is Mr Marcin Kozik, who is the principal of this firm.

2. How to complain?

If you or your representative (irrespective of their capacity) are dissatisfied for any reason in relation to service you are receiving from this firm, you can make a complaint.

- a) you are advised to make your complaint in writing and address it for the attention of nominated complaints handler specified in paragraph 1.
- b) any written complaint should be sent to our office which is based at Censeo House, St Peter's Street, St Albans, AL1 3LF or emailed it to marcin.kozik@prawopracy-londyn.co.uk
- b) if you cannot make a complaint in writing we are able to receive your complaint by other means (such as telephone or face to face)

Legal Ombudsman complaints handling scheme came into force on 28 January 2015.

3. Responding to complaints

- a) Upon receiving your complaint we will respond to you in writing or electronically, acknowledging your complaint within 5 business days. When acknowledging your complaint, we will give you the name of the individual handling the complaint for the business, together with details of the business's internal complaints handling procedures.
- b) Within eight weeks of receiving your complaint we shall investigate, and respond to you with either a final response (in which we will inform you that you would have the right to complain to the Legal Ombudsman, the time frame for doing so and full contact details for the Legal Ombudsman)
- c) or a response in which we would explain to you that we are not in a position to make a final response, give reasons for further delay and indicate when we would expect to be able to provide a final response, and inform you in writing that you could complain to the Legal Ombudsman, the time frame for doing so and full contact details for the Legal Ombudsman.

4. Investigation of complaints

Your complaint will always be investigated by a person who has sufficient knowledge and experience in handling complaints, and whenever possible by a person who was not directly involved in the matter which is the subject of the complaint.

5. Redress

- a) Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we were responsible and comply with any offer of redress which you accept.
- b) Appropriate redress will not always involve financial redress. It may involve an apology, an offer to redo the work or the refund of a fee. Where financial redress is deemed appropriate, it may include a reasonable rate of interest.

- 6. We will decline to deal with your complaint if it is made after more than six months since you became aware of its cause

Legal Ombudsman

Further to paragraph 3 above, if you intend to approach the Legal Ombudsman, which is a free, impartial and independent service set up by the Government which deals with complaints about the service you have received:

1. You must complain to the Ombudsman within six months of receiving a final response to your complaint from us (provided the response specifically notifies you of your right to complain to the Ombudsman and of the six month time limit). A complaint to the Ombudsman must also be made not more than six years after the act or omission complained about or not more than three years from the date when you should reasonably have known that there were grounds for complaint.
2. For further details about how to make a complaint to the Legal Ombudsman, including guidance about the new scheme rules that came into effect on 1 February 2013, please contact the Legal Ombudsman directly at:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Email: enquiries@legalombudsman.org.uk

Phone: 0300 555 0333

Website: www.legalombudsman.org.uk

CONTACT DETAILS of our Regulator:

Ministry of Justice
Claims Management Regulation Unit
57-60 High Street
Burton upon Trent
Staffordshire
DE14 1JS
Phone: 01283 233 309
Fax: 01283 233 335

(Lines are open Monday to Friday, 9:00am – 5:00pm)

Email: consumer@claimsregulation.gov.uk
www.claimsregulation.gov.uk