

## Complaints Handling Policy & Procedure

### 1. OUR COMPLAINT HANDLING POLICY:

At Sterling Stamp, we are committed to providing our clients with the highest possible quality of legal advice and service at all times and therefore we aim to deal promptly, fairly and effectively with any complaint a client may have about any aspect of our service. Should you feel that we have fallen short of this aim and wish to raise concerns or a complaint with us, we have put in place a Complaints Handling Procedure, the details of which are shown below.

Sterling Stamp is regulated by the Solicitors Regulation Authority ("SRA") (SRA Nr. 669635) and must comply with the SRA's Code of Conduct. Further details about the SRA can be found on the SRA's official website: [www.sra.org.uk](http://www.sra.org.uk). This code also sets out the circumstances in which it would be appropriate to contact the SRA about a solicitor's service or conduct (for further details see below).

### 2. WHEN A QUICK RESOLUTION OF YOUR COMPLAINT IS POSSIBLE:

As a first step, please contact the person identified in your engagement letter with Ihsane El Idrissi as the person responsible for your case. If you have not signed an engagement letter with Ihsane El Idrissi, please contact the office: +44 20 7659 4873 or [contact@sterlingstamp.com](mailto:contact@sterlingstamp.com).

To try to resolve these issues, the contacted person will address your concerns with you immediately or at a time convenient to both parties.

Our aim is to address most queries in an open, constructive and informal manner. However, if you are not satisfied with the results of this initial contact and communication, please follow our complaint procedure as described below.

### 3. THE FORMAL COMPLAINT PROCEDURE:

#### 3.1 Raising a Complaint

Please contact Ihsane Elidrissi Elhassani (Founder & Principal Solicitor) in writing.

Ihsane can be contacted at:

E-mail [i.elidrissi@sterlingstamp.com](mailto:i.elidrissi@sterlingstamp.com)

Tel. +44 20 7659 4898

Address:

Sterling Stamp Law (London)

43 Upper Grosvenor St 4th floor, Mayfair, London W1K 2NJ,

(Please mark the correspondence as a formal complaint.)

## 3.2 Sterling Stamp's Initial Response

The office will contact you within 7 days of receipt of your complaint, in writing and by email or post, setting out:

- Summary details of your complaint as we understand them. You will be asked to confirm or to provide further information relevant to the investigation of your matter;
- The contact details of the person handling your complaint;
- The timescale in which we aim to respond to you

## 4. INVESTIGATION AND RESPONSE

Upon receipt of the necessary details, the complaint will then be investigated. This will normally involve passing the person in charge of the complaint, who will review the matter file and speak to the member of staff who acted.

A detailed written reply to the complaint will then be sent to the client, including suggestions for resolving the matter, within 21 days of receiving the complaint form.

As soon as we have all the information we need to carry out a full and detailed investigation into the complaint, we will look into the matter thoroughly. We will do this as soon as possible and in any case within 8 weeks of receiving your complaint. We will then invite you to a meeting to discuss our findings and the outcome of the investigation.

Following such meeting, we will write to you, by email or by post, within 5 days of the meeting to confirm our findings and any solutions we have agreed with you.

## 5. REVIEW OF THE RESPONSE

If the client remains dissatisfied with the findings the Principal Solicitor, Ihsane Elidrissi Elhassani, will arrange for a review of the decision and work with them to identify their continuing concerns.

The review would be within 2 weeks from the date of your request and we will notify you of the outcome of the review in writing, either by e-mail or by post within 3 weeks of your request for review.

If the complaint is not resolved, the client has the right to submit it to the legal Ombudsman, which is an independent organisation responsible for handling complaints against lawyers and legal professionals. The organisation provided complete details about the process, but it is worth noting that any complaint must be filed within 6 months.

## 6. EXTERNAL ASSISTANCE

### 6.1 The Legal Ombudsman:

If we are unable to address your complaint with you, you may appeal to the Legal Ombudsman. The Legal Ombudsman will only agree to investigate a complaint if you have first tried to resolve it with us.

The Legal Ombudsman may be prepared to investigate your complaint if you satisfy the relevant criteria. You must take your complaint to the Legal Ombudsman:

- within six months of receiving a final response from us to your complaint; and
- no more than six years from the date of act/omission; or
- no more than three years from when you should reasonably have known there was cause for complaint.

# STERLING STAMP

You can contact The Legal Ombudsman at:

Post:

Legal Ombudsman, PO Box 15870, Birmingham, B30 9EB.

E-mail:

[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Tel. 0300 555 0333

It is worth noting that complaints to the Legal Ombudsman are only applicable to individuals, charities, clubs, trusts or micro-enterprises as defined in the European Commission's Recommendation No. 2003/361/EC of May 6, 2003.

## 6.2 The Courts

In case your complaint is in regards to fees, you may have the right to object to a bill by asking the court to assess the invoice under Part III of the Solicitors Act 1974..

## 6.3 The Solicitors Regulation Authority

The Solicitors Regulation Authority can help you in some instances. Such instances include concerns regarding a solicitor's behaviour ( This could be for things like acting dishonestly, unfair treatment because of age, gender or race or taking or mishandling client money).

For further details visit :

<https://www.sra.org.uk>

and

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