

Complaints policy

We are committed to providing high quality legal advice and client care.

However, if at any point you become unhappy or concerned about the service provided, please inform us immediately so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is handling your matter. If you still have queries or concerns, please contact Mr Patrick Opoku-Boateng who is the Client Care Partner to whom any final issues can be reported.

Formal complaint procedure

The following outlines our recommended procedure for making a formal complaint. Please note that making a complaint will not affect how we handle your case.

1. A formal complaint should be addressed to Mr Patrick Opoku-Boateng who can be contacted in writing at Katerina House Unit 1 (Ground Floor), 50A Clarendon Road, Hornsey, London, N8 0DJ or by email Patrick@fortwellsolicitors.com. Please set out the details of the complaint.
2. We will acknowledge your complaint within seven working days of receipt.
3. Our Compliance Officer will show your complaint to the person responsible for your matter and ask them to conduct a complete review of the file and to respond in writing. They will also interview any members of staff involved in your matter.
4. You will receive a written response to your complaint within 14 days from the date the complaint is first received. This response will set out the result of our investigation, any proposed resolution and, if relevant, any procedural changes we will make to ensure the situation does not arise again.
5. In the event that you are not satisfied with the outcome of the complaint we will refer you to the appropriate authority should you wish to take the matter further.

Taking the complaint further

We are regulated by the Solicitors Regulation Authority and complaints and redress mechanisms are provided through them and the Legal Ombudsman.

If we have not resolved your complaint within the eight weeks' time limit or you remain unsatisfied with our response to your complaint (after the matter has been dealt with) and wish to make a formal complaint, you can ask the Legal Ombudsman to consider your complaint. The contact details of the Legal Ombudsman are: postal address: Legal Ombudsman, PO BOX 6806, Wolverhampton, WV1 9WJ. Telephone No: 0300 555 0333.

Website: www.legalombudsman.org.uk. E-mail: enquiries@legalombudsman.org.uk.
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.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem.

The Legal Ombudsman only accepts complaints from individuals, small businesses, charities, or associations. Kindly note that if you do not come under one of these categories, there may be restrictions on your eligibility to apply to the Legal Ombudsman.

Complaints about a client's rights under the General Data Protection Regulation must be submitted to the Information Commissioner's Office – www.ico.org.uk .

Any disputes or legal issue arising from our Client Care and Terms of Business will be determined by the law of England & Wales and considered exclusively by the English & Welsh courts.