



MAYFAIR LEGAL

## Complaints procedure

### Our complaints policy

We are dedicated to providing you with outstanding legal services to all our client, and we committed to treating our clients fairly. However, if at any point you become unhappy or concerned about the service we have provided, then you should inform us immediately, so that we can do our best to resolve the matter.

### Our complaints procedure

In the first instance, in the event you are not satisfied with the service you have received, or if you would like us to review our advice, please contact the person who is the main point of contact on your case to discuss your concerns. We will endeavour to do our best to resolve any issues at this stage.

If you feel that that is appropriate or if you are still dissatisfied please contact our Managing Director and business owner Mr Efun Chin. You can write to Mr Efun Chin at Mayfair Legal, Thomas House, 84 Eccleston Square, London SW1V 1PX, or email him at [efun@mayfair-legal.co.uk](mailto:efun@mayfair-legal.co.uk) or telephone on 02030054854.

Please provide a detailed account of your complaint and provide a contact number for Mr Efun Chin to return your call and set up a meeting. Making a complaint will not affect how we handle your case going forward.

### Procedural Steps

1. Within 5 working days of receiving your complaint we will send you a letter/email acknowledging receipt of your complaint and if required, ask you to confirm/explain details of your complaint and inform you of the person responsible for handling your complaint.
2. We will record your complaint in our register and open a file for your complaint.
3. We will assess the relevant file and if we need any information from you, we will request you to provide it.
4. If it seems necessary, we will suggest a telephone call or meeting with you to discuss the complaint with you, in order to resolve the matter.

Mayfair Legal Limited  
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London SW1V 1PX

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[info@mayfair-legal.co.uk](mailto:info@mayfair-legal.co.uk)  
[www.mayfair-legal.co.uk](http://www.mayfair-legal.co.uk)

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5. Upon conclusion of the matter, we will send you a letter/email setting out our findings. If the matter has been resolved by a meeting between you and the person dealing with your complaint, our letter will confirm to you what took place and any solutions we mutually agreed.
6. Our aim is to conclude our investigation within 20 working days from receiving the complaint. Should additional time be required, we will write to you within that timeframe to tell you of the likely timescales.

### **Review**

In the event you are not satisfied upon conclusion of the investigation, you may write to us within 14 working days from the matter being concluding to review our response. We will then review our response. We may suggest an external individual or body to review our response. Once these steps have been carried out, we will write to you confirming our final position on your complaint and explaining our reasons. We aim to get back to you within 20 working days. Should additional time be required, we will write to you within that timeframe to tell you of the likely timescales.

### **The Solicitors Regulation Authority**

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the [Solicitors Regulation Authority](#).

### **The Legal Ombudsman**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case going forward. Please be aware that

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response 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.

If you would like more information about the Legal Ombudsman, please contact them.

**Contact details:**

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: **0300 555 0333** between **9am** to **5pm**.

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

**Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ**