

COMPLAINTS PROCEDURE

BlueLion Claims, a trading style of BlueLion Law Limited, aims to deliver a consistently high standard of service to every client. Your feedback is important to us as it helps us refine and improve what we do. If at any point you feel that our service could be better, or if you believe we have not met your expectations, we want to hear from you so that we can put things right.

How To Raise An Issue Or Concern

In the first instance, we encourage you to raise any feedback, questions, or concerns directly with the lawyer handling your matter. Many issues can be resolved quickly and informally at this stage.

If your concern is more serious, or you feel it would be inappropriate to raise it with your lawyer, you can escalate it as a formal complaint by contacting our designated officer of the firm who handle the matter, Negar Yazdani.

Submitting a Complaint

To help us understand your complaint and respond effectively, please provide:

- A clear explanation of why you are dissatisfied with the service received.
- Your preferred method of communication (phone, email, post).
- Any steps you feel we could take to resolve the matter.

If you would rather not set out your concerns by email, please call us so that we can discuss the best way forward.

What Happens Next

Once we receive your complaint, we will:

- Send you an acknowledgement within **7 days**.
- Record your complaint in our complaints register.
- Investigate the matter and arrange to discuss possible solutions with you within **21 days**.
- Provide a written response, setting out the outcome, within **28 days**.

If, for any reason, we need more time, we will inform you and agree on revised timescales. If the process has not resolved your concerns after **8 weeks**, we will remind you of your right to contact the **Legal Ombudsman**, if eligible.

Possible Outcomes

If we find that our service has fallen short, we will acknowledge this and apologise. Where appropriate, we will also take corrective action to address your concerns and to prevent similar issues in the future and, where appropriate, provide you with fair compensation for any acts or omissions for which we are responsible.

If You Remain Dissatisfied

If you are not satisfied with our final response, you may be entitled to refer your complaint to the **Legal Ombudsman**. This service is generally available to individuals, small businesses, and some other groups, but not to larger organisations.

The Legal Ombudsman usually expects you to follow our internal complaints procedure first. You can find more information on their website: www.legalombudsman.org.uk.

Contact details:

- Address: Legal Ombudsman, PO Box 6167, Slough SL1 0EH
- Email: enquiries@legalombudsman.org.uk
- Phone: 0300 555 0333

Please note there are time limits: complaints should normally be brought within **six months** of our final written response, and no later than **one year** from when the issue occurred (or when you first became aware of it).

Professional Conduct Concerns

The Legal Ombudsman deals with service-related issues. If you believe that a solicitor or law firm has acted in a way that amounts to serious professional misconduct (for example, dishonesty, misuse of client funds, or discrimination), you may report this to the Solicitors Regulation Authority (SRA).

Further information, including contact details and guidance on reporting concerns and the professional conduct rules that law firms and solicitor must follow, is available on the SRA website: www.sra.org.uk/consumers/problems/report-solicitor.