



## **RSL-LAW COMPLAINTS PROCEDURE**

This document explains how Red Square (London) Ltd trading as RSL-LAW will accept, record, investigate and resolve complaints made about its services.

### **1. Standards of Service**

RSL-LAW aims to provide all its clients with the highest standards of service and client care. If we fail to provide this to you, we need you to inform us so we can try to resolve any problems. We will also learn from them so that we can improve our service.

### **2. How to make a complaint**

RSL-LAW will always try to provide you with an opportunity to tell us of your concerns and will work with you to try to resolve them.

- (a) If you are not satisfied with any aspect of our service you may initially want to discuss this with Mr Uba Ngenegbo, the RSL-LAW Compliance Officer for Legal Practice, to see if the matter can be resolved quickly.
- (b) If you have spoken to Mr Ngenegbo or if you do not wish to discuss your concerns with him, you may wish to make a formal complaint. You can make your complaint either verbally or in writing (by letter or e-mail) to Mr L M Evanson-Goddard, who is a Director of the company

Mr Evanson-Goddard can be contacted at:

RSL-LAW  
33 St James's Square  
London  
SW1Y 4JS

Telephone 0207 060 5333  
e-mail: laurie@rsl-law.co.uk

Mr Evanson-Goddard is responsible for handling complaints in relation to the services provided by RSL-LAW.

### **3. What Happens Next**

- (a) Mr Evanson-Goddard will acknowledge your complaint within 5 working days of receiving it.
- (b) He will investigate and provide you with a response to your complaint within 20 working days of our receipt of your complaint. If we have to change the time-scale for any reason, we will let you know and explain why.

- (c) RSL-LAW will keep details of your complaint in a central register. We will also create a separate file or section in your client file in order to record details of the complaint, our investigation and RSL-LAW's response to your complaint.

#### **4. Investigation**

Mr Evanson-Goddard will investigate your complaint in the following way:

- (a) He will ask the RSL-LAW staff member working on your matter to provide their response to your complaint;
- (b) He will then consider that response, the information provided in the complaint and any other relevant material (such as the contents of your client file); he may also ask you to clarify some aspects of your complaint if they are not clear or need amplification;
- (c) He will then prepare a written response, which will be sent to you. This response will set out the findings of the complaint investigation as well as any suggestions for resolving the matter.

#### **5. Other Action Open to You**

- (a) If you consider taking legal action against RSL-LAW, we confirm we have Professional Indemnity Insurance to meet any relevant claims.
- (b) Please note that if you are not satisfied with our response to your complaint or if you do not wish to complain direct to RSL-LAW, you may at any time complain directly to one of the following bodies:

- In the case of poor legal service, to:

**The Legal Ombudsman,**

Telephone: 0300 555 0300

E-mail: <mailto:enquiries@legalombudsman.org.uk>

Web site: <http://www.legalombudsman.org.uk/consumer/index.html>

- To the **Solicitors Regulating Authority (SRA)** in the case of a perceived breach of their Principles

An explanation of the SRA Principles and details of how to make a complaint can be found on the SRA web site at: <http://www.sra.org.uk/consumers/problems.page>

- In the case of a complaint about our immigration services, to:

**Office of the Immigration Services Commissioner**

Complaints Team  
5<sup>th</sup> Floor, Counting House,  
53 Tooley Street,  
London, SE1 2QN

Email: <mailto:info@oisc.gov.uk>

Website: [www.oisc.gov.uk](http://www.oisc.gov.uk)