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## **COST LAW SERVICES LTD**

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### **COST LAW SERVICES LTD - COMPLAINTS HANDLING PROCEDURE**

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#### **1. OUR COMMITMENT**

We are committed to providing a high-quality service to all our clients. However we know that sometimes things may not run as smoothly as you would expect and are happy to hear from you to help us address your concerns and improve our standards of service in the future. This policy was last reviewed and updated by Arvin Bharj, Director on 1<sup>st</sup> November 2022.

#### **2. COMPLAINT DEFINITION**

We regard a complaint to be an oral or written expression of dissatisfaction about any aspect of our service that you have received.

#### **3. OUR COMPLAINTS PROCEDURE**

This is the Company's written complaints procedure that we are able to provide to clients upon request. You will not be charged for the complaint handling process and making a complaint will not affect in any way the level of service you receive from us. We are obliged to treat you fairly at all times and in accordance with regulatory requirements as set out in our Terms of Engagement in the provision of service to you and conduct of your matter.

#### **How you can raise your concerns:**

##### **(a) Informal Resolution**

In the first instance we would suggest that you raise these concerns with the costs Draftsman/ Lawyer handling your bill who will try to help and resolve the matter informally. Alternatively, you may contact their supervisor, Mrs. Olly Sufi a Manager at Cost Law Services, who will be responsible for a formally raised complaint about a matter.

##### **(b) Formal Complaint**

If you feel that you still have cause for complaint after informally raising this or feel that the complaint cannot be resolved informally, you may wish to lodge a Formal Complaint. To raise a formal complaint, please write to **Mrs Olly Sufi – Costs Manager at Cost Law Services** and include the details below:

- **Provide your Name and the name of your Firm**
- **Matter Reference and matter name**
- **Let us know clearly the reasons for you complaint**

- **Let us know how you feel this matter can be resolved or what resolution you are seeking**

Mrs Sufi will get in touch with you to acknowledge your complaint and she will be your main point of contact for all complaint handling matters.

We have **eight weeks** to consider your complaint.

**The contact details are as follows:**

Cost Law Services Ltd  
FAO: Complaint – Manager

95 Mortimer Street, London W1W 7GB  
Telephone Number: 0203 633 6261  
Email Address: [info@costlaw.com](mailto:info@costlaw.com)

**WHAT WILL HAPPEN NEXT?**

- i. If you have already sent in your written complaint, we will acknowledge your complaint within 7 working days of receiving it, enclosing a copy of this procedure.
- ii. Upon receipt of your complaint at the outset, that being raised either informally or formally, we will send you a copy of Complaints Procedure (this procedure) and we will acknowledge it within 7 working days.
- iii. We will find out what happened, usually by reviewing the file and by talking to the Costs draftsman who dealt with your matter. Sometimes as a result, we may need further information which may mean we need to contact you.
- iv. We will conduct a thorough investigation and a full response will be provided by the Manager. We aim to send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 8 weeks of being lodged with us.

**4. Complaints to Costs Lawyer Services Board and the Legal Ombudsman**

Cost Law Services Ltd is not regulated by the SRA. In the event that we are unable to resolve the matter under the complaints procedure to your satisfaction, you may refer any concerns in relation to professional conduct to the CLSB or the Legal Ombudsman. Their details are as follows:

**Costs Lawyer Standards Board**  
Centurion House  
129 Deansgate  
Manchester  
M3 3WR  
Tel: 0161 956 8969

**Legal Ombudsman**

PO Box 6806

Wolverhampton WV1 9WJ

The complaint should be made as soon as possible. With the CLSB, this is ordinarily within 12 months from the date the complaint occurred or the date on which the complainant first became aware that they had grounds for a complaint. This period can be extended in exceptional circumstances.

With the Legal Ombudsman, this is within 6 months of the Costs Lawyer providing a final response to the complaint at first-tier and no more than 6 years from the date of the matter giving rise to the complaint, or no more than 3 years from when the complainant should reasonably have known there was cause for complaint.

**5. Alternate Dispute Resolution (ADR)**

Under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, the complainant may wish to escalate their complaint to an approved ADR body upon exhaustion of their first-tier complaint process. A list of approved ADR bodies can be found on the Trading Standards website.

Should the complainant wish to engage the services of an approved ADR body, a name from the list of approved ADR bodies can be agreed between the complainant and Cost Law Services.

