

Complaints Policy

ASV Law delivers only the highest level of service to clients so if you are not satisfied with the service delivered to you we would like to deal with the issue and rectify the situation.

Complaint about our service

In the first instance we would ask that you address the complaint with the fee earner dealing with the matter. If you are not satisfied with their response please direct your complaint to the COO of ASV Law, Stewart Graham, at stewartg@asvlaw.com or by calling the office on +44 (0)20 7993 5450.

We will acknowledge your complaint within two working days. If we do not have full details of the complaint at this stage we will seek further information from you and wait for your response before acting.

Once we have all the information we will carry out a full investigation and respond within 14 days. That response may require further information or be the outcome of our investigation. If we require further information, the 14 days will run from receipt of that further information.

You then have 14 days to respond to our findings.

We trust we will be able to resolve the issue and should you accept the outcome of our investigation the matter will conclude there. Should you not accept the outcome of our investigation, you will need to set out the reasons for this and, if you rely on information not previously given, provide us with that information.

We will look at your response, and any further information, and respond with our final decision within 14 days.

Legal Ombudsman (LeO)

If your complaint is not resolved within eight weeks of first notification you have the right to take your complaint to the LeO. You will have six months from the date of our final decision to notify the LeO that you wish them to investigate.

The LeO can be contacted by post at Box 6806, Wolverhampton, WV1 9WJ, via their website at www.legalombudsman.org.uk, by telephone on 0300 555 0333 or by email at enquiries@legalombudsman.org.uk

Complaint about an invoice

The LeO only deals with complaints about service and not about any payment you make to ASV Law. If you wish to challenge an invoice, you can do so by applying for an Assessment of the invoice under Part 3 of the Solicitors Act 1974

Complaint about a Solicitors conduct

The LeO does not address complaints about a Solicitor's conduct; this is dealt with by the Solicitors Regulation Authority. They can be contacted by post at The Cube, 199 Wharfside Street, Birmingham B1 1RN, by telephone on 0370 606 2555 or via their website at www.sra.org.uk