

### **Client Complaints**

Perilli & Ho Solicitors is a limited company with registered company number 13794037, and its registered office is at First Floor, 60 Cheapside, London, EC2V 6AX. Perilli & Ho Solicitors is authorized and regulated by the Solicitors Regulation Authority (SRA ID 835961).

If you have any concerns about either our service or our bills, please raise them with the person handling your case, their supervisor, or the client partner identified in our Terms of Business Letter.

We will acknowledge your complaint within 3 working days of receipt and confirm who will be investigating your concerns.

We will find out what happened, usually by reviewing the file and by talking to the person who acted for you. Sometimes, as a result, we will need further information which may mean we need to telephone you or meet with you. We will tell you how long this will take, taking into account your personal circumstances.

We will conduct a thorough investigation, inform you of our findings within the agreed timescale, and, where appropriate, suggest a solution or remedy.

We hope that you will be satisfied with our conclusions, but if we have not been able to resolve your complaint, please contact us by email at [mlau@perilliho.com](mailto:mlau@perilliho.com), or by post at, Perilli & Ho Solicitors, First Floor, 60 Cheapside, London, EC2V 6AX. We will arrange a further independent review by a senior manager or partner. We will confirm who will investigate your complaint and how long the investigation will take. After fully investigating your complaint, we will provide you with our final response and explain the reasons behind the decision.

### **England and Wales**

If we are unable to resolve your complaint within 8 weeks of receiving full details, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realizing there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. The Legal Ombudsman's contact details are:

PO Box 6806, Wolverhampton, WV1 9WJ Telephone: 0300 555 0333 Minicom: 0300 555 1777

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

The Legal Ombudsman deals with service issues. If you are concerned about our conduct or behaviour rather than our service, your complaint should be addressed to the Solicitors Regulation Authority.