

### **Our Complaints Policy**

Jay Visva Solicitors takes its professional responsibilities seriously, for both clients and suppliers. If you have an issue that has not been resolved satisfactorily by informal means, you can invoke our formal written complaints procedure. You can invoke the formal process either via your usual Jay Visva Solicitors contact or [info@jayvisva.co.uk](mailto:info@jayvisva.co.uk). Complaints received via our mail box will be forwarded to the relevant person

The steps are listed as follows: -

1. Tell your usual Jay Visva Solicitors contact that you wish to make a formal complaint.
2. He/she will acknowledge the complaint and see any further information necessary. It may be that the file partner/relationship partner is not best placed to respond. Where this is the case you will be notified of who will be dealing. You may also request that someone other than the file partner or relationship partner deals with the problem.
3. Your complaint will be dealt with promptly; usually within 10 working days. If we need longer, we will let you know.
4. You will be notified of the outcome of the complaint. If you remain dissatisfied you can request that the decision be reviewed by the Managing Partner. Please contact [info@jayvisva.co.uk](mailto:info@jayvisva.co.uk) to request this. If the reviewing partners need more information this will be requested directly from you.
5. If you remain dissatisfied there may be other options open to you, dependent on local regulations. Please contact us for further details or seek independent legal advice
6. Should you have any questions please contact us at: [jvisva@jayvisva.co.uk](mailto:jvisva@jayvisva.co.uk).