

Complaints Handling Procedure

Version 1.1 - August 2026

Rahim Ahmed Solicitors Limited aims to provide a high standard of service. If you are dissatisfied with our service or charges, please tell us as soon as possible so that we have an opportunity to resolve the matter. Complaints are handled promptly, fairly and free of charge.

1. Raising a concern or complaint

Our complaints process is designed to resolve concerns internally wherever possible. It has two stages:

Stage 1 - Raise the matter with the person dealing with your case

We ask you first, where appropriate, to raise your concern with the person dealing with your matter. In many cases the issue can be resolved quickly. Please explain what you are unhappy about and, if possible, what you would like us to do to put matters right.

Stage 2 - Formal complaint to the Complaints Officer

If the matter is not resolved to your satisfaction, or if you do not feel able to raise it with the person dealing with your case, you may make a formal complaint to our Complaints Officer, Rahim Ahmed, by telephone, email or post.

Complaints Officer	Rahim Ahmed
Post	Rahim Ahmed Solicitors, 28 Bury New Road, Prestwich, Manchester, M25 0LD
Telephone	0161 241 3736
Email	info@rahimahmedsolicitors.co.uk

Please give your name and contact details, your file or matter reference if known, a brief description of the complaint and the outcome you would like. If a complaint is made by telephone, we will make a written record and may ask you to confirm that we have understood it correctly. Making a complaint will not affect how we handle your legal matter.

2. What we will do

- Acknowledge and record.** We will acknowledge and record your complaint promptly, tell you who is dealing with it and the anticipated timetable, and may ask for information needed to understand it.
- Investigate.** We will investigate fairly. This may include reviewing the file and correspondence, speaking to those involved and inviting you to discuss the complaint with us.
- Keep you informed.** We will keep you informed of material progress and tell you if anything affects the anticipated timetable.
- Respond.** We will send a written final response as soon as reasonably practicable and, in any event, within eight weeks of receiving the complaint. The response will explain our conclusions and any action or remedy proposed.

Where our procedure has been exhausted and the complaint has not been resolved, our final response will contain the further information which we are required to provide at that time, including any applicable Legal Ombudsman and alternative dispute resolution information.

3. If we cannot resolve your complaint

Legal Ombudsman: The Legal Ombudsman generally deals with complaints about legal service and charges. If eligible, you may refer a complaint if you remain dissatisfied after our final response or if eight weeks have passed since you first complained and it remains unresolved. Ordinarily, you must refer it within six months of our final response and no more than one year from the act or omission complained of, or from when you should reasonably have known there was cause for complaint. Further information: www.legalombudsman.org.uk.

Solicitors Regulation Authority: The SRA does not generally deal with complaints about the quality of service or charges. It may consider concerns about professional conduct or serious breaches of its rules. Further information: www.sra.org.uk/consumers/problems/report-solicitor/.

This procedure is reviewed periodically and may be updated where legal or regulatory requirements change.