

## Ersan & Co Solicitors Ltd – Complaints Procedure

*Version 1.3 – Updated November 2025*

### Complaint Policy

We are committed to providing a high-quality legal service to all our clients. If you are unhappy about any aspect of our service or the handling of your matter, please tell us as soon as possible so that we can put things right and improve our standards.

You can raise your complaint in any way convenient to you – in writing, by email, by phone, or in person. While written complaints help ensure clarity, we will document and acknowledge any complaint raised verbally or otherwise. Any oral or written expression of dissatisfaction will be treated as a complaint and handled under this procedure.

### Client Care Officer

Our Client Care Officer is Hatice Sarman. Please address complaints to the Client Care Officer at:

Email: [info@ersans.co.uk](mailto:info@ersans.co.uk) | Telephone: 020 8342 7070

Postal: Ersan & Co Solicitors Ltd

### What Will Happen Next?

1. We will acknowledge your complaint within four working days of receiving it, asking you to confirm or clarify any details if needed.
2. We will record your complaint in our central register and open a file for it within one working day of receipt.
3. We will acknowledge any reply you send to our initial letter within three working days.
4. We will investigate your complaint, which may involve:
  - Asking the person who acted for you to respond within five working days; and
  - Reviewing their reply and the case file and requesting further details if required (within three working days).
5. Once we have the necessary information, our Client Care Officer may invite you to meet (or arrange a call) to discuss and try to resolve your concerns.
6. Within two working days of any meeting, we will write to confirm what took place and any agreed suggestions; if no meeting takes place, we will send you a detailed written response within five working days of completing our investigation.

If you remain dissatisfied after our response, you may request a review of our decision. Another senior member of the firm will review the matter within ten working days. Alternatively, we may propose independent mediation or an independent review by another firm of solicitors.

### Final Response and Signposting Requirements

Our final response letter will: (a) make clear that it is our final position on your complaint; (b) inform you of your right to refer the complaint to the Legal Ombudsman (LeO); (c)

provide LeO's contact details; and (d) explain the time limits for referral. This reflects the Legal Ombudsman's Scheme Rules (updated 1 April 2023).

#### Referring Your Complaint to the Legal Ombudsman (LeO)

If we have not resolved your complaint within eight weeks from the date you first raised it with us, or if you are not satisfied with our final response, you can refer the matter to the Legal Ombudsman.

You must usually refer your complaint to the Legal Ombudsman within six months of the date of our final response, and within one year of:

- the act or omission being complained about; or
- the date when you should reasonably have known there was cause for complaint.

The Legal Ombudsman may extend these limits if, on the evidence, it is fair and reasonable to do so.

*If you remain dissatisfied, you can refer your complaint to the Legal Ombudsman.*

*The Legal Ombudsman can be contacted at:*

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

*Phone: 0300 555 0333 Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Post: PO Box 6168, Slough, SL1 0EH*

*You must refer your complaint to the Legal Ombudsman within six months of this final response, and within one year of the act/omission or of when you should have reasonably known there was cause for complaint.*

#### Legal Ombudsman Contact Details:

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

Telephone: 0300 555 0333 (Mon–Fri, 9am–5pm)

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Postal: Legal Ombudsman, PO Box 6168, Slough, SL1 0EH

#### Concerns About Professional Conduct – Solicitors Regulation Authority (SRA)

The Solicitors Regulation Authority can help if you are concerned about our professional conduct. You can report concerns to the SRA via their website by searching “Report a Solicitor” on [www.sra.org.uk](http://www.sra.org.uk).

#### Breach of Personal Information

If you believe there has been a breach of your personal data, please notify us immediately. We will investigate promptly, notify relevant authorities or information providers where required (aiming to do so within 24 hours), and provide you with a response within 14 days.

Data Protection Officer: Hatice Sarman, Senior Paralegal

Email: [info@ersans.co.uk](mailto:info@ersans.co.uk) Telephone: 020 8342 7070

You also have the right to complain to the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk), though we would appreciate the chance to address your concerns first.

### **Accessibility and Transparency**

This Complaints Procedure is published on our website and is available upon request. We also remind clients of this procedure at the conclusion of their matter to ensure full transparency.

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