



## Complaints Procedure

At **SK Solicitors Cardiff**, we are committed to providing all our clients with a high standard of legal service. However, if at any point you are dissatisfied with any aspect of our service, or have concerns about how your matter is being handled, please let us know as soon as possible.

You may raise your complaint in writing, by telephone, or in person. Please address your complaint to our Principal, **Mrs. Shamina Khatun**, who will ensure it is investigated promptly in accordance with our internal complaints procedure.

Our complaints process involves three stages:

- **Acknowledgement** – We will confirm receipt of your complaint.
- **Investigation** – We will carefully review your concerns and the relevant case details.
- **Response** – A full written reply will be provided within **8 weeks** of acknowledging your complaint.

We always aim to resolve any concerns internally and take pride in maintaining a strong record of addressing client issues quickly and fairly. If there is any delay in providing a response, our Principal or designated complaint handler will keep you informed of the progress.

Please note that our complaints procedure is reserved for clients of the firm and can only be used where **SK Solicitors Cardiff** has provided legal services to you.

The information available on our website is provided for general guidance only. While we strive to keep it accurate and up to date, we do not accept responsibility for any loss arising from inaccuracies, or for any reliance placed on free online advice, which is offered without a full assessment of an individual's circumstances.

If, after following our internal process, you remain dissatisfied with our final response, you may refer your complaint to the **Legal Ombudsman**.

You must normally refer your complaint to the Legal Ombudsman within **six months** of receiving our final written response. SK Solicitors Cardiff Limited is regulated by the **Solicitors Regulation Authority (SRA)**. While the Legal Ombudsman handles complaints regarding the quality of legal

services and associated fees, the **SRA** deals with issues relating to **professional conduct**. Further information is available on the Solicitors Regulation Authority Website.