



CHIPATISO ASSOCIATES LLP

SPECIALIST SOLICITORS YOU CAN TRUST

# COMPLAINTS PROCEDURE

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## OUR COMMITMENT

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At Chipatiso Associates LLP, we pride ourselves on providing an excellent service to our clients at all times. However, we recognise that there may be occasions when clients feel the level of service has fallen short of expectations. If that is the case, we would prefer to know straight away so we can rectify the matter to your satisfaction.

We take all feedback, complaints and their investigation seriously so that we may learn and further improve what we do. It is not necessary to involve solicitors in order to make your complaint, but you are free to do so should you wish.

Our Complaints Procedure deals with service issues. It is not usually appropriate for us to deal with allegations of professional negligence or serious misconduct under the Code of Conduct.

## SETTING OURSELVES STANDARDS

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Where a complaint extends beyond service issues into misconduct, we may suggest referral to the Solicitors Regulatory Authority. Where professional

negligence is raised, the Solicitor is required to report this to their professional indemnity insurers, who may elect to deal with it themselves.

We insist upon the following client care standards across our office:

- Clients receive copies of all substantive correspondence.
- Telephone calls from clients are returned the same day, wherever possible.
- All correspondence is generally dealt with within 7 working days of receipt.
- Letters are written in plain, concise English.
- Appointments are given without undue delay.

## OUR OBJECTIVES

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1. To advise you in a clear and understandable way.
2. To resolve matters on the best terms we can.
3. To keep you properly informed.
4. To work for you without avoidable delay.
5. To give you value for your money.

## COMPLAINTS PROCESS

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All clients will be given information about what to do if they have a problem with the service provided or any other aspects of the firm, in keeping with Solicitors Practice Rule 15. We define a complaint as any reasonable expression of client dissatisfaction or grievance.

## COMPLAINTS MADE BY TELEPHONE

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If you would prefer to speak to someone, please call our office and ask for **Ms. Pamela Chipatiso** (Managing Partner). If she is unavailable, she will return your call within 24 hours. If your complaint concerns Ms. Chipatiso herself, please ask to speak to **Mr. Keith Pemhiwa**, Partner.

The person you speak to will note the details of your complaint and what you would like done about it. You may choose to proceed informally or formally. If dealt with informally, Ms. Chipatiso will discuss your concerns and aim to resolve them,

recording the outcome and confirming your satisfaction. If the matter is not resolved informally, you will be invited to submit a formal written complaint.

## **FORMAL COMPLAINTS MADE IN WRITING**

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Please submit your formal complaint by letter or email to **Ms. Pamela Chipatiso** (or **Mr. Keith Pemhiwa** if the complaint concerns Ms. Chipatiso). Please include:

- Your contact details (name, address, and email address if applicable).
- Your role (e.g., client, instructing solicitor).
- The name of the solicitor or member of staff you are complaining about.
- The nature of the complaint and what happened or did not happen.
- What steps you would like taken to resolve your complaint.

Once received, Ms. Chipatiso will explain how your complaint will be handled. The process will work as follows:

**Acknowledgement:** Within 4 days of receipt, we will acknowledge your complaint and explain how it will be handled.

**Investigation Timeline:** Within 14 days of acknowledgement, we will confirm the date by which you can expect our full response. If more time is needed, we will notify you and provide a revised date.

**Final Response:** Our response will set out the nature and scope of the investigation, our conclusions on each point raised, and – where your complaint is found to be justified – proposals for resolution.

## **CONFIDENTIALITY**

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In line with Solicitors Regulatory Authority Guidance, all conversations and documents relating to a complaint shall be treated as strictly confidential and disclosed only to the extent necessary for the purposes of the investigation. They may be disclosed only to the complainant, the solicitor or member of staff complained about, and any other individual with whom enquiries need to be made.

We may ask for your permission to use details of your complaint (with your personal details removed) for internal training and quality improvement purposes.

If you have given such permission, you may revoke it at any time by contacting us at [info@chipatiso.co.uk](mailto:info@chipatiso.co.uk).

All personal information we collect (including, but not limited to, your name and address) will be collected, used and held in accordance with UK data protection law, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003. We will only process your personal data to the extent necessary to handle your complaint and will not retain it longer than required by law.

## RECORD KEEPING

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As part of our commitment to client care, we make a written record of every complaint and retain all documents and correspondence generated by the complaint for a period of six years.

## COMPLAINTS TO THE LEGAL OMBUDSMAN

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If you remain unhappy with the outcome of our investigation and fall within their jurisdiction, you may refer your complaint to the **Legal Ombudsman**, the independent complaints body for complaints about lawyers. The Ombudsman cannot consider your complaint until it has first been investigated by us.

From 1 April 2023, the time limits for referring a complaint to the Legal Ombudsman are:

- No later than **one year** from the date of the act or omission being complained about; or
- No later than **one year** from the date when you should have realised there was cause for complaint; **and**
- Within **six months** of receiving a final response from your lawyer.

The Ombudsman can extend these time limits in exceptional circumstances. Chipatiso Associates will not usually deal with complaints that fall outside these time limits.

The Ombudsman deals only with complaints from consumers (i.e., the solicitor's client). Non-clients who are dissatisfied with the outcome of our investigation

should contact the **Solicitors Regulatory Authority** instead. Where we determine that a non-client complaint cannot be satisfactorily resolved through our complaints process, we will refer the matter to the Solicitors Regulatory Authority accordingly.

## **POLICY RESPONSIBILITY AND REVIEW**

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Overall responsibility for this Complaints Policy within Chipatiso Associates LLP and its implementation lies with the Managing Partner.

This Complaints Policy is regularly reviewed and updated as required.

This Complaints Policy was adopted on **12/01/2026** and is due for review on **12/01/2027**.

## **CONTACT DETAILS**

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<b>Role</b>	<b>Name</b>	<b>Email</b>	<b>Telephone</b>
Office Manager	—	info@chipatiso.co.uk	0800 689 5103 / 07429 320 431
Managing Partner	Pamela Chipatiso	pamela.c@chipatiso.co.uk	0800 689 5103 / 07429 320 431
Partner	Keith Pemhiwa	keith.p@chipatiso.co.uk	0800 689 5103 / 07429 320 431

### **Chipatiso Associates LLP**

Suite 4, Office 1, Excelsior House  
3-4 Balfour Road, Ilford, IG1 4HP

## **EXTERNAL BODIES**

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<b>Body</b>	<b>Address</b>	<b>Telephone</b>	<b>Email</b>
Legal Ombudsman	PO Box 6167,	0300 555 0333	enquiries@legalombudsman.org.uk

Body	Address	Telephone	Email
	Slough SL1 0EH		
<b>Solicitors</b>	266-270	020 7474	contactcentre@sra.org.uk
<b>Regulatory Authority</b>	Prince Regent Ln, London E16 3JJ	9133	