Balogun Bassey
Community Interest Company

Balogun Bassey CIC - Complaints Policy

1. Policy Statement

At **Balogun Bassey CIC**, we are committed to providing high-quality legal services to all our clients. If something goes wrong, we want you to tell us about it, so we can improve our standards.

What to Do if You Have a Complaint

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we do not resolve it within this period, you may escalate the matter to the **Legal Ombudsman**.

2. What Will Happen Next?

1. **Acknowledgement of Complaint:** Upon receiving your complaint, we will send an acknowledgement letter within **10 working days**. The letter will include a copy of this complaints procedure.
2. **Investigation of Complaint:** We will investigate the issue by passing it to our **directors, who will initiate contact with you.**
3. **Meeting for Discussion:** A **Director** will arrange a meeting with you to discuss and hopefully resolve the complaint. This meeting will occur within **15 days** of the acknowledgement letter being sent.
4. **Confirmation of Resolution:** Within **three days** of the meeting, a Director will send you a letter confirming what was discussed and any solutions agreed upon.
5. **Written Response if Meeting is Not Possible:** If a meeting is not possible or if you prefer not to have one, a Director will send a **detailed written response** to your complaint, including their suggestions for resolution. This will happen within **21 days** of the acknowledgement letter.

6. **Request for Review:** If you are still not satisfied with the response, you can contact us for a further review by [nother director or an independent individual at the organisation.
7. **Final Response:** We will write to you within **14 days** of receiving your review request, explaining our final position on your complaint and the reasons for it.

3. Escalation to the Legal Ombudsman

If you are still dissatisfied after our final response, you can contact the **Legal Ombudsman**:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

You will typically need to submit your complaint to the Legal Ombudsman within **six months** of receiving our final written response, or within **six years** of the incident that led to the complaint (or within three years of when you reasonably should have been aware of the issue).

For further information, contact the **Legal Ombudsman** at:
Phone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk

4. Policy Review and Approval

This policy has been approved by the Board of Directors and undergoes an annual review.

Last Review Date: 1 March 2026

Signed by:

Samiat Balogun
Director

Amy Meite
Director