



Our Complaints Procedure - New Client Enquiries

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Partner Responsible: Vijay Ganapathy

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1. Making a Complaint to Leigh Day

We are committed to providing the highest standard of service for our clients and individuals who access our services and hope that you will never have reason to complain about our service to you. However, if you are unsatisfied or concerned about the service you have experienced, please bring it to our attention as soon as you can. We will try to resolve the matter fairly and quickly. You will not be charged for the handling of your complaint.

The firm's Complaints Partner is [Vijay Ganapathy](#) who is responsible for this procedure.

In the first instance, your complaint will be investigated and responded to by the Complaints Partner.

If you remain unsatisfied with the Complaints Partner's response, you have the option to escalate your complaint to The Legal Ombudsman. The Legal Ombudsman is a free, independent, and impartial service, that handles complaints about legal services. Please note that [time limits](#) apply. You will find further details about the Legal Ombudsman [below](#).

The Solicitors Regulation Authority (SRA) can help if you are concerned about our behaviour and that it may be in breach of the SRA's Code of Conduct for Solicitors and Firms. You can find information on how and when to raise a concern with the SRA at <https://www.sra.org.uk/consumers/problems/report-solicitor>.

2. A Preliminary Point

Solicitors are entitled to reasonably refuse requests for legal assistance and representation. Refusals must not be based on age, disability, gender, religion, sexual orientation or other personal characteristic. Reasonable reasons to refuse to provide a service include that we are too busy, that the client is unable to fund the work required, that the matter is outside our expertise and that the case is too difficult or complex.

We will have provided you with the reason why we are unable to act for you when responding to your request for assistance. However, if you are dissatisfied with our response, you can raise a complaint with the Complaints Partner.

3. How Do I Make a Complaint?

You can make a complaint to us by email, by post, or by phone.

Email: ComplaintsReports@leighday.co.uk

Address: Vijay Ganapathy, Leigh Day, Panagram, 27 Goswell Road, London,
EC1M 7AJ

Telephone: 020 7650 1200

We encourage substantial or complicated complaints to be made in writing, so that the issues can be clearly set out.

However, we realise that not all individuals may be able to formulate a detailed written account. In such cases, you are welcome to contact us by telephone. During the call, we will make a note of the issues and then send our written summary to you by email for confirmation. This summary will form the basis of your complaint.

4. Who Do I Complain To?

You should raise your complaint directly with the department you have been corresponding with. Wherever possible, our procedure is to resolve complaints within the relevant department.

If your concerns are not resolved through this process, you may escalate your complaint by writing to our Complaints Partner, Vijay Ganapathy at ComplaintsReports@leighday.co.uk.

5. Next Steps

- i. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- ii. We will then investigate your complaint which will normally involve the Complaints Partner reviewing your matter file and speaking to the member(s) of staff who dealt with your enquiry.
- iii. The Complaints Partner will then write to you with his findings within 21 days of sending you the acknowledgement letter. However, if the complaint is complicated, further time may be needed. If so, the Complaints Partner will write and tell you and set another time limit.
- iv. If you are not satisfied with the Complaints Partner's response, and/or we fail to resolve your complaint satisfactorily within 8 weeks you can contact the Legal Ombudsman:

Legal Ombudsman
PO Box 6167

Slough
SL1 0EH

Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final written response on your complaint but for further information, you should email the Legal Ombudsman, enquiries@legalombudsman.org.uk, or call 0300 555 0333.

If we have to change any of the timescales above, we will let you know and explain why.

6. Raising Your Complaint to The Legal Ombudsman

The Legal Ombudsman is a free, independent and impartial service, that handles complaints about legal services. Please find contact details for the Legal Ombudsman below:

Postal Address: The Legal Ombudsman, PO Box 6167, Slough, SL1 0EH
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: <https://www.legalombudsman.org.uk>

The Legal Ombudsman has produced helpful factsheets to guide you if you have a complaint. We can let you have copies on request, or you can find them on the Legal Ombudsman's website. They are called '[Here to Help](#)', '[How to Complain to your Service Provider](#)' and '[Investigating Your Complaint](#)'.

You can ask the Legal Ombudsman to become involved, at the end of our internal complaint's procedure, if you remain unhappy with the outcome. The Legal Ombudsman has a helpline if you need to speak to them about how to make a complaint. Calls are charged at a local rate and will be recorded. There is no charge for the Ombudsman's services.

7. Legal Ombudsman's Time Limits

For full details, please visit the Legal Ombudsman's website:
<https://www.legalombudsman.org.uk>

If we are unable to resolve your complaint, you can refer it to the Legal Ombudsman. You must do so within 6 months of receiving our final response.

From the 1 April 2023 you must make a complaint to the Legal Ombudsman within either:

- One year from the date of the act or omission being complained about; or
- One year from the date when you realised that there was cause for complaint.

The Legal Ombudsman has the ability to exercise discretion to extend the 1-year time limit for specific customers if, on the evidence, it is fair and reasonable to do so.

8. Complaints on Data Subject Access and Erasure Requests

The Data Use and Access Act 2025 provides individuals with the right to make a complaint about the processing of their personal data directly to the data controller.

If you would like to make a complaint regarding how your personal data is handled by Leigh Day, you can send an email to DataProtection@leighday.co.uk or send it by post to:

Data Protection Officer
Leigh Day
Panagram
27 Goswell Road
London
EC1M 7AJ

It will help us to deal quickly and fully with your complaint if you can state that you are making a complaint, set out your concerns as clearly as possible, and provide your full name, contact details and your file reference number (if you have one).

We will acknowledge the complaint within 30 days, and respond to it without undue delay.

If you are not satisfied with our response, you may escalate the matter further to the Information Commissioner's Office (ICO).

9. Other Points to Note

Complaints about staff other than Solicitors can also be made to the Complaints Partner.

Should you have any questions concerning this policy, please contact the Complaints Partner, [Vijay Ganapathy](#).