

KDL LAW
COMPLAINTS PROCEDURE INFORMATION FOR
PARTIES WHO ARE NOT CLIENTS OF KDL LAW



Our complaints policy

As a litigation firm we strive to provide an excellent service to our clients. We are also aware that within that work and in obtaining the best results for our clients we take action against our client's opponents. On occasion our client's opponents may feel that they have been treated unfairly where perhaps a result has gone against them or perhaps they have been poorly advised.

The Solicitors Regulation Authority ("SRA"), our governing body, require us to provide and conduct a complaints process only in relation to complaints received from clients of the firm. Where you wish to complain about the conduct of the firm or any individual at the firm the usual complaints process does not apply to you if you are not a client of KDL Law. Accordingly, the Complaints Procedure set out on our website is provided purely for your information only.

As an opponent of our client in any matter but insofar as your concerns relate to the conduct of any individual here at KDL Law, as distinct from the actions of this firm taken by and on behalf of our client, and are in relation to conduct exhibited by that individual that you feel is unbecoming of the profession, then that is something that we would wish to be informed of and provided with an opportunity to investigate and respond to you notwithstanding that you are not a client of the firm.

Where you wish to make a complaint about the specific conduct of any individual of the firm then we would ask that you direct any complaint to Mr Kevin Lever, as Head of the firm, in the first instance. Mr Lever can be contacted at Kevin.Lever@kdllaw.com.

You may also, or as an alternative, raise your complaint with our governing body, the SRA. The following link will take you to some helpful information and a reporting form on the SRA website should you wish to pursue the issue via them - <https://www.sra.org.uk/consumers/problems/report-solicitor/>.

Thank you for your attention.