



## Regulation:

“Fairview Solicitors” is Authorised and Regulated with the [Solicitors Regulation Authority](#). Our SRA number is 626632. The principal of the firm is Dilpa Badiani

## Terms of Business:

Our Terms of Business are available by clicking the footer text tab for Terms of Business on our Website.

## Complaints:

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, a copy of our full complaint’s procedure can be made available upon request. Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the [Solicitors Regulation Authority](#).

### *What do to if we cannot resolve your complaint*

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.



If you would like more information about the Legal Ombudsman, please contact them.

### **Contact details**

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am to 5pm.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

### **Alternative Dispute Resolution**

Alternative complaints bodies (such as ProMediate) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

Please note that we do not agree to use [ProMediate](#)

### **Online Dispute Resolution Platform**

The European Online Dispute Resolution Platform is at <http://ec.europa.eu/consumers/odr>. Our Principal, Dilpa Badiani, is who you can contact for this purpose :[db@fairviewsolicitors.co.uk](mailto:db@fairviewsolicitors.co.uk)

### **Cyber Crime Notice**

Cyber-crime is on the increase, and you should be on the look-out for it to ensure that you do not become a victim of it. The website of the Solicitors Regulation Authority contains a 'Scam Alert' database which provides members of the public with information about known scams in which the identity of a legitimate law firm or a legitimate lawyer has been used by persons unknown for what are assumed to be criminal purposes ([www.sra.org.uk](http://www.sra.org.uk)).

You should be aware of the possibility that a fraudster might deliberately misrepresent himself or herself as a member of, or as someone acting on behalf of or working with, Fairview Solicitors for criminal purposes. Such scams normally originate by email. Often the email will either promise the recipient a share of a large sum of money in return for paying a modest sum up front (an advance fee type fraud) or request personal or financial information about the recipient or the recipient's bank account allegedly in order that money can be paid to them (an identity theft type fraud). In an attempt to give legitimacy or respectability to the scam, sometimes the email will direct the recipient to a false website that intentionally replicates the look of a legitimate website (a cloned website).



We are aware that websites can be cloned by persons unknown using web hosting companies located abroad for what we believe are criminal purposes, and also that, from time to time, scam emails may be in circulation which purport to come from this Firm or personnel of the firm or from a bogus firm or bogus lawyer with a name which is similar to but not identical to the name of this Firm or our personnel. The scam emails often inform the recipient either that lottery winners wish to donate money to them, they might be a beneficiary of the estate of a deceased person or they might be the beneficiary of a recently discovered life insurance policy. Such emails are invariably fraudulent and should not be replied to or acted upon unless or until their provenance can be established. If you receive an unsolicited and poorly worded email from someone you do not know who is using a free email service and an unusual email address and it contains information or an offer which appears too good to be true, it very likely is not true.

If you receive an email purporting to come from Fairview Solicitors or any of our personnel, or if you are directed to a website which purports to be the Firm's website, and you have doubts or concerns about the provenance of the email or website, before taking any action please either contact the Firm member you normally deal with or email [db@fairviewsolicitors.co.uk](mailto:db@fairviewsolicitors.co.uk) and they will tell you whether the email came from us and whether it is our website.

### **Criminal Finances Act 2017**

As a firm, we value our reputation for ethical behaviour and for financial probity and reliability. We recognise that over and above the commission of any crime, any involvement in the facilitation of tax evasion will also reflect adversely on our image and reputation.

We do not tolerate tax evasion, or the facilitation thereof in any circumstances, whether committed by or facilitated by a client, personnel or associated persons/companies.

We are committed to fighting tax evasion and have rigorous policies and procedures in place to detect and prevent the facilitation of tax evasion offences.

We provide regular training on the requirements of the Criminal Finances Act 2017 to all personnel.

We require all personnel to demonstrate the highest standards of honesty at all times and appropriate disciplinary action will be taken wherever tax evasion or the facilitation thereof by any personnel has been proven.

We undertake due diligence on all associated persons/companies to mitigate the risk of facilitation of tax evasion offences and, as part of our due diligence procedures, all agreements with third parties contain suitable provisions to enable termination of such agreements where associated persons/companies are not complying with the provisions of the Criminal Finances Act 2017, unless it is in writing and is signed by one of our Principals.