

COMPLAINTS PROCEDURE

We are committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Definition

The practice's definition of a complaint is an expression of dissatisfaction with a service relating to an act or omission about a service provided to:

- a complainant (including the client);
- another authorised person who procured the service on behalf of the complainant; or
- a personal representative/trustee where the complainant is a beneficiary of the trust/estate;

which cannot be immediately resolved to the complainant's satisfaction.

Our complaints procedure

If you have a complaint about our service or a bill that we have rendered on or both, please contact us with the details.

The person to contact is Chiva Samani, and she can be reached at:

- Athena Law, 3 Ballanard Woods, Ballanard Road, Douglas, Isle of Man, IM2 5PQ
- 01624 622 100
- chiva.samani@athenalaw.im

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 7 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve us reviewing your file and speaking to the member of staff who acted for you.
3. Chiva will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.
4. Within 7 days of the meeting, Chiva will write to you to confirm what took place and any solutions she has agreed with you.

5. If you do not want a meeting or it is not possible, Chiva will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you can contact Rebecca Paterson of Paterson Property Law Limited for an independent review of our investigations and decision at:
 - Paterson Property Law, 39 Ballagarey Road, Glen Vine, Isle of Man IM4 4EF
 - 01624 777 500
 - Email: rebecca@patersonpropertylaw.im
7. Rebecca will write to you within 14 days of receiving your request for a review, confirming her position on your complaint and explaining her reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, we may Invite you to consider independent mediation.

If you are still not satisfied, you can then contact the Isle of Man Law Society at:

- Isle of Man Law Society, 27 Hope Street, Douglas, Isle of Man, IM1 1AR
- Telephone: +44 (1624) 679232
- Email: enquiries@iomlawsociety.co.im

Law Society Conciliation

You may want to make an informal complaint about the service you have received from an Advocate. Law Society Conciliation is a process which affords both parties (Advocate and Client) the opportunity to discuss the complaint and hopefully agree a resolution. This process is voluntary for Advocates and free to complainants and the Society cannot make a finding against an Advocate or award you compensation. This service is now delivered for the Society by Ian Cochrane who is engaged by the Society but independent of it. Should you wish to make a request for conciliation via the Law Society process please complete and submit the attached forms found on the Law Society's website:

www.iomlawsociety.co.im

The Advocates' Disciplinary Tribunal

If you wish to make a formal complaint about an Advocate's conduct you must use the Advocates' Disciplinary Tribunal (ADT). The website contains their Rules and Guidance: <http://www.gov.im/registries/Tribunals/advocates.xml> The ADT was established in legislation (the Advocates Act 1976) when Tynwald felt a body other than the Society should have disciplinary responsibility on matters relating to professional misconduct. This Disciplinary Tribunal is independent of the Law Society. In determining a complaint against an Advocate it will consider whether the Advocate has breached the professional rules governing the profession. Please note, the ADT can impose a penalty on an Advocate but it cannot award you compensation.

Para 3.6.4 of the Advocates Practice Rules 2024

The relevant details can be found [here](#)