

# **GILLHAMS COMPLAINTS PROCEDURE**

## **Our Complaints Policy**

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.

## **Our Complaints Procedure**

If you have a complaint, write to us with the details.

## **What will happen next?**

1. We will send you a letter/email acknowledging your complaint. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 clear days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within 3 clear days of receiving your complaint.
3. We will then start to investigate your complaint. This will normally (but not always) involve the following steps
  - Within 5 clear days of receiving your complaint we will pass your complaint to Lisa Cornish our Client Care partner or if the complaint concerns her then the matter will be passed to Christopher Poxamatis.
  - We will ask the member of staff who acted for you to let the Client Care Partner have his or her comments on the complaint you have raised.
  - We will then examine their comments and the information in your complaint file and also carry out a full review of the file which is the subject of the complaint (where appropriate).
4. We shall then write to you within 21 days of receiving your complaint and all relevant information from you, setting out in detail the results of our investigation including if appropriate suggestions for resolving the matter in the hope that the matter can be resolved without further procedure. If for any reason the investigation process requires a longer period we shall let you know and provide you with a revised timescale. Complex matters, particularly litigious matters may require more time to investigate and prepare a report.
5. If the matter remains unresolved then we will invite you to meet us to discuss and hopefully resolve your complaint.

6. Within 7 clear days of any meeting we will write to you to confirm what took place and any solutions we have agreed with you.
7. If we are unable to resolve the complaint you can ask the Legal Ombudsman to consider the complaint.

Tel: 0300 555 0333 /

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

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

Address: PO Box 6806, Wolverhampton, WV1 9WJ

There are strict time limits for making a complaint to the Legal Ombudsman. You have 6 months from receiving a final written response from us about your complaint to raise the matter with the Legal Ombudsman.

8. You can also raise a complaint with the Solicitors Regulation Authority

[www.sra.org.uk/consumers/problems/report-solicitor.page](http://www.sra.org.uk/consumers/problems/report-solicitor.page)