

## COMPLAINTS PROCEDURE

1. We are committed to giving a high quality service. However, we recognise that occasionally clients feel we haven't done as well as we should and want to complain.
2. If that is the case, then we need to know. If you are unhappy with the service, you are receiving then please tell the lawyer dealing with your case, as soon as possible. Many problems can be quickly resolved this way.
3. Having been informed of the problem, the lawyer will look into the matter and reply to you within 10 working days, verbally or in writing, explain the position and propose any action that may be necessary to resolve your concerns.
4. If, having received the response from the lawyer, you are still not satisfied that the problem has been resolved, then you can ask him or her to refer your concerns to the Complaints Partner or, if you prefer, you can contact the Complaints Partner directly. The Complaints Partner is **John Owen** who can be contacted at [john.owen@gordonsllp.com](mailto:john.owen@gordonsllp.com).
5. The Complaints Partner will ask the lawyer for a full explanation and decide what further action, if any, needs to be taken. The Complaints Partner may delegate the investigation of the complaint to another partner.
6. We will acknowledge your complaint within 5 working days of receiving it and you will be told who is investigating and replying to your concerns.
7. We will send you a substantive reply to your complaint within 15 working days of our receiving it. The complaint will be investigated at no extra cost to you.
8. If, having received our final reply, you are still not satisfied, then you can refer your complaint to the Legal Ombudsman ('LeO'). LeO will expect you to have given us the opportunity to try to resolve your concerns before getting involved and, as a guideline, suggest a timescale of 8 weeks for us to resolve your complaint.
9. There are timescales for referring complaints to LeO. LeO will ordinarily only investigate complaints which have been referred to them no later than one year from the date of the problem happening, or one year from when you should reasonably have known there was cause for complaint. Also you will need to do this within six months of our final written response to your complaint.
10. Further details can be found at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk), on 0300 555 0333, by writing to PO Box 6806, Wolverhampton WV1 9WJ or emailing: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

If we are not able to meet any of these timescales we will tell you.