

Complaints Handling Procedure

Gumersalls Solicitors

We are committed to providing a high quality legal service to all of our clients and we will always do our best to match or exceed your expectations. However, if something goes wrong, we need you to tell us about it so that we can correct it and also improve our standards.

If you have a concern or think that you may have to make a complaint to us, please contact us as soon as you are aware of the problem so that we can address it. In the first instance, please contact the fee earner who has been dealing with your matter.

The process

- If the complaint is of a simple nature, it may be possible to resolve the problem very quickly. Once resolved, the fee earner confirm in writing what has been agreed and how it has been resolved.
- If the matter has not been resolved as above, the complaint will be reviewed by the Partner in charge of complaints at the firm, Mrs Laura Pawley, who will contact you to discuss further within 14 days of sending you an acknowledgement letter.
- Within 5 days of the consultation, Mrs Pawley will write to you to confirm what took place and any solutions agreed with you.
- If at this stage you are not satisfied with the suggested solutions, you should contact Mrs Pawley to explain why. This will then be reviewed and we will write to you within 14 days to confirm our final position and explain our reasons.

- If you are still not satisfied after all of the above steps, you may decide to contact the Legal Ombudsman (PO Box 6167, Slough, SL1 0EH) regarding your complaint. Please note that the Legal Ombudsman will check that you have tried to resolve the matter directly with us before approaching them. If that is the case, you will have to refer the complaint to the Legal Ombudsman within 6 months of receiving a final response from us. The Legal Ombudsman expects complaints to be referred to them within one year of the date of the act or omission about which you are concerned, or within a year of your realising there was a concern. Further information is available on the Legal Ombudsman's website: www.legalombudsman.org.uk
- Please note that there may be circumstances when the timescales or people dealing with your complaint stated above have to be amended – if that is the case, we will advise you and explain why.

We are authorised and regulated by the Solicitors Regulation Authority, so they can be contacted if you have a genuine concern about our behaviour (ie. if you suspect dishonesty, taking or losing your money or treating you unfairly due to your age, a disability or another characteristic).