

Complaints Procedure

Our Complaints Policy

We are committed to providing 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 address your concern and to improve our standards.

How Do You Make a Complaint?

If you have a complaint about our services to you, including a complaint about the firm's bill, please contact our Complaints Officer.

Their contact details are as follows:

Complaints Officer 31-32 Ely Place London EC1N 6TD,

complaintsofficer@gscsolicitors.com

In order to help us understand your complaint, please include in your written complaint:

1. Your full name and contact details
2. The nature of your complaint and what you think we have done wrong.
3. What you hope to achieve by your complaint.

What Will Happen Next?

- 1 We will send you a written acknowledgement of your complaint and ask you to confirm or explain any details. We will also let you know the name of the person who will be dealing with your complaint (this may be the Senior Partner or the Complaints Officer, but may be another appropriate person).
- 2 We will then record your complaint in our complaints log and investigate your complaint by reviewing the complaint, examining the relevant file or correspondence and speaking with the person who dealt with your matter. We will request further documentation or information as required.
- 3 If appropriate we will then invite you to meet the Complaints Officer and/or the person handling your complaint to discuss and hopefully resolve matters.
- 4 Within five working days of any meeting we will write to you to confirm what took place and with any agreements or suggestions for the resolution of your complaint.

What If You Are Still Not Happy with The Outcome?

- 1 If you are still not satisfied, please contact the person handling your complaint. We will then aim to review our decision within the next ten working days.

- 2 We will aim to let you know the results of the review within five working days of the end of the review. At this time, we will write to you confirming our final position on your complaint and explaining our reasons.
- 3 If you are still unhappy you may be able to contact the Legal Ombudsman.

The Legal Ombudsman

The Legal Ombudsman service is available for:

- 1 individuals (and a personal representative or beneficiary of the estate of a person); and
- 2 businesses, charities, clubs (and similar associations and organisations) and trustees, but in each case only where the income or assets are relatively small.

You can contact the Legal Ombudsman as follows:

Telephone: 0300 555 0333

Website: www.legalombudsman.org.uk

Email: enquiries@legalombudsman.org.uk

Post: PO Box 6167, Slough SL1 0EH

If you want to make a complaint to the Legal Ombudsman, then subject to the Legal Ombudsman exercising their discretion to accept a late complaint you must refer the complaint to the Legal Ombudsman:

- 1 within six months of the date of receiving our final written response regarding the complaint; and
- 2 no later than:
 - a. one year from the act or omission that you have complained about;
 - b. one year from the date when you, as the complainant, should have realised that there was a cause for complaint.

The Legal Ombudsman may not deal with a complaint about a bill if you have applied to the court for assessment of that bill.

The Legal Ombudsman service is free of charge.