

GOUGH-THOMAS & SCOTT

SOLICITORS

COMPLAINTS PROCEDURE FOR CLIENTS

We are committed to providing all our clients with a high quality legal service but we acknowledge that sometimes things go wrong and when they do we need to know about it so that improvements can be made to our service.

Details of how to make a complaint are set out on our website and contained in our Terms and Conditions of Business enclosed in the Client Care letter. Before any matter can proceed the signed Terms and Conditions of Business must be received from the Client and stored on the file.

The Procedure

If you have a complaint about our service or our bill it would help us if you could complete the Complaints Resolution Form attached to this sheet.

We will then proceed to do the following:

1. Your complaint will be acknowledged in writing by our Client Care Partner Ken Law within three working days of us receiving your complaint.
2. We will open a separate file for your complaint and will start to investigate your complaint. This will normally involve Ken Law examining your file of papers and talking to the member of staff who acted for you.

So that the matter can be fully investigated our commitment is to complete this stage within fourteen days.

3. Within 14 days of your complaint being made Ken Law will invite you to meet him to discuss the complaint and hopefully get it resolved.

Within three working days of that meeting Ken Law will confirm to you what was discussed and any solutions that were agreed.

If you are not able to attend a meeting or would prefer not to, Ken Law will send you a detailed written reply to your complaint including any suggestions for resolving the matter.

4. If you are still not satisfied then you must let us know and we will arrange a review of that decision by another partner in the firm. That review will take place within fourteen working days.

At the end of this review we will write to you confirming our final position on your complaint and explaining our reasons.

If, for any reason, we are not able to meet the above time scales, we will let you know and explain why.

5. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman, PO Box 15870, Birmingham B30 9EB (TEL: 0300 555 0333) to consider your complaint. If your complaint concerns our bill you may, as an alternative, be entitled to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974

A complaint to the Legal Ombudsman should be made no later than 12 months from when the problem occurred or from when you should reasonably have become aware of the problem **plus** it should be made within 6 months of your receiving a final response from us under step 4 above. Normally both of these time limits need to be satisfied for the Legal Ombudsman to deal with your complaint.

6. All complaints made by a client will be kept strictly confidential.
7. No charge will be made for dealing with your complaint.
8. If the complaint concerns Ken Law then one of the other partners will deal with the complaint in the same manner referred to above.

GOUGH-THOMAS & SCOTT, SOLICITORS

COMPLAINTS RESOLUTION FORM

To: The Complaints Handling Partner

From:

Your Name:

Your Address:

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Your telephone & e-mail details:

I wish to make a complaint about the service I have received from your firm

The person dealing with my case is / was:

I am complaining that:

Please delete as appropriate:

I am happy for you to deal with my complaint in writing.

I would prefer you to arrange a meeting to discuss my complaint.

What I would like you to do to resolve my complaint is:

Signed

Date