

COMPLAINT HANDLING PROCEDURE

We want to give our Clients the best possible service. However if at any point you become unhappy or concerned about the service that we have provided to you please inform us immediately so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage.

If you would like to make a formal complaint then our full complaints procedure is set out below. Making a complaint will not affect how we handle your case.

If you wish to make a formal complaint, firstly we would stress that we are extremely sorry that you are dissatisfied with any aspect of our service. This procedure explains how we will investigate your complaint and try to resolve it. It is intended to ensure that we do this fairly, effectively and swiftly, and to help us continually improve our services wherever possible.

Please address your complaint to Mr GS Van-Baskerville who is the Client Care Officer for Gordon Daniel Ltd Solicitors. His email address is gsb@gordondaniel.co.uk.

What will happen next?

1. We will record your complaint in our central register and open a file for your complaint.
2. We will send you a letter/email acknowledging your complaint and asking you to confirm or explain the details set out.
3. We will acknowledge your reply to our acknowledgement letter/email and confirm what will happen next.
4. We will then investigate your complaint. This may involve one or more of the following steps:
 - Asking the person who acted for you to respond to your complaint.
 - Examining the response and the information in your complaint file.
 - Asking the person who acted for you for more information.
 - Reviewing all the information.
5. If appropriate we will invite you to a meeting to discuss and, it is hoped, resolve your complaint
6. If applicable, following the meeting we will write/email to you to confirm what took place and any suggestions we have agreed with you.

7. If you do not want a meeting or it is not possible or appropriate, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter and any appropriate redress.
8. At this stage, if you are still not satisfied you can write to us again. We will then arrange for another person such as a Consultant to this Company or a Locum Solicitor to review our decision.
9. We will let you know the result of the review. At this time we will write/email to you confirming our final position on your complaint and explaining our reasons. This will be our Final Response Letter.

We very much hope that we can resolve your complaint internally and improve our service as a result.

If we cannot resolve your complaint to your satisfaction by making use of our internal procedure then you have the right to complain to the Legal Ombudsman which is an independent complaints body established under the Legal Services Act 2007 that deals with legal services complaints.

Before accepting a complaint for investigation, the Legal Ombudsman recommends that you allow us eight weeks to give you our Final Response Letter and the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint (and usually no longer than twelve months from the date of the conduct that is complained of) and
- No more than six years from the date of the act/omission or
- No more than three years from when you should reasonably have known there was cause for complaint

If you would like more information about the Legal Ombudsman please contact them using the most appropriate of the following details:

The Legal Ombudsman
PO Box 6806, Wolverhampton WV1 9WJ
Telephone: 0300 555 0333 between 9am and 5pm
Email: enquiries@legalombudsman.org.uk
Web: www.legalombudsman.org.uk.

Alternative Dispute Resolution

Please note that if we are unable to settle your complaint internally, then if both you and we both agree then together we can use what is called Alternative Dispute Resolution to try to settle your complaint. Alternative complaints bodies such as ProMediate exist which are competent to deal with complaints about legal services and we agree to use ProMediate.

Solicitors Regulation Authority

The Solicitors Regulation Authority does not deal with complaints about poor service, however the Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like breaching any of the Solicitors Regulation Authority Principles and for such things as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Details about how to complain to the Solicitors Regulation Authority are set out on their website and the contact details for the Solicitors Regulation Authority are set out below:

The Solicitors Regulation Authority

The Cube, 199 Wharfside Street, Birmingham B1 1RN

Telephone: 03706062555

Fax: 01216161999

www.sra.org.uk

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