

## **Complaints handling procedure**

### **Our complaints policy**

We are committed to providing a 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 improve our standards.

#### **Our complaints procedure**

If you have a complaint about our service or a bill that we have rendered or both, please contact us with the details.

The person to contact is Christopher Gaiger, and he can be reached at:

**Address: 58 The Avenue, Southampton, SO17 1XS**

**Telephone: 023 8065 8200**

**Email: [chris.gaiger@gpglaw.co.uk](mailto:chris.gaiger@gpglaw.co.uk)**

#### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within 3 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to Christopher Gaiger who will review your file and speak to the member of staff who acted for you.
3. Mr Gaiger will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.
4. Within 14 days of the meeting, Mr Gaiger will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Gaiger will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the practice to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, you can then contact the Legal Ombudsman at:  
**PO Box 6806, Wolverhampton, WV1 9WJ**  
**Tel: 0300 555 0333 or 0121 245 3050**  
**Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, 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
- No more than six years from the date of act/omission; or
  - No more than three years from when you should reasonably have known there was cause for complaint.

Alternative complaints bodies such as ProMediate ([www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do not agree to use Promediate.