

COMPLAINTS PROCEDURE

We are committed to providing a high-quality legal service to all our clients. If something goes wrong you need to tell us about it, so that we can put matters right. It will also help us to improve our standards.

If you are dissatisfied with any part of the service provided to you by this firm, raise it first with the fee earner dealing with your case who will try to resolve the matter informally. If you are still dissatisfied, please put your complaint in writing to Gary Caplan.

What will happen next?

1. Within three days of receiving your complaint we will send you a letter acknowledging your complaint and asking you to confirm or explain any details which we need. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person dealing with your complaint.

2. We will record your complaint in our central register and open a separate file for your complaint.

3. We will then investigate your complaint. This will normally involve the following steps:

- Within three days of receiving your complaint the person investigating your complaint will raise it with the person complained about, and where appropriate call for your file of papers.
- Within fourteen days of receiving your complaint the person dealing with your complaint will either invite you to a meeting to resolve the complaint, or send you a detailed reply, which will include suggestions for resolving the matter.

4. We will let you know the result of the review within five 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.

5. If you are still dissatisfied you may take your complaint to the Legal Services Ombudsman, whose contact details are set out below:

6. The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Please see www.sra.org.uk

7. If you are a client with whom we have made a contract by electronic means, you may be entitled to use an EU online dispute resolution service to assist with any contractual dispute you may have with us. Should you wish to do so that service can be found at <http://ec.europa.eu/odr> . Our email address for this purpose is info@gcbusinesslawyers.co.uk.

Contacting the Office of the Legal Services Ombudsman

There is a timeframe for making a complaint to the Legal Ombudsman. Normally the Legal Ombudsman will not consider a complaint against a solicitor until the person complaining has been through the solicitor's internal complaints process. Furthermore, complaints must normally be brought to the Legal Ombudsman:

- within six months of the conclusion of our written response to the complaint,

and

- within six years of the act or omission complained of; or
- three years from the date when the person complaining should have known about the complaint.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

GC Business Lawyers Limited
Updated November 2018