

# GORVINS

## RESIDENTIAL

### 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, please contact the head of the relevant department, whose name will be on your initial Client Care letter, with the details. If your complaint concerns the head of department he or she will pass it to another partner in the firm to consider.

#### What will happen next:

1. The person handling your complaint will send you a letter acknowledging receipt of it within 3 working days of us receiving the complaint, enclosing a copy of this procedure.
2. The person handling your complaint will then investigate it. This will normally involve speaking to the member of staff who acted for you and reviewing your matter file with them.
3. The person handling your complaint will then contact you in writing, or by telephone to discuss and hopefully resolve your complaint. If appropriate, you will be invited to a meeting to discuss your complaint. We will endeavour to deal with this stage within 14 days of sending you the acknowledgement letter.
4. In the event that the person handling your complaint has held a telephone discussion or meeting with you, he/she will write to you to confirm what took place and any solutions he/she has agreed with you within 5 working days of the discussion or meeting.
5. If it has not been possible or has not been appropriate to discuss your complaint by telephone or at a meeting with you, the person handling your complaint will send you a detailed written reply including his or her suggestions for resolving the matter within 21 days of sending you the acknowledgement letter.
6. At the stage, if you are still not satisfied, you should contact the person handling the complaint and, if necessary, he or she will arrange for another partner to review the decision.
7. We will write to you within 14 days of receiving your request for review, confirming our final position on your complaint and explaining our reasons.
8. If you are not satisfied with our handling of your complaint you may be entitled to ask the Legal Ombudsman to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

Contact details for the Legal Ombudsman are:

PO Box 15870

Birmingham

BS30 9EB

Tel: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**If we have to change any of the timescales above, we will let you know and explain why.**