

Complaints Procedure

If you have reason to complain about the service you have received from us you can register your complaint with the person dealing with your matter or with Greg Gardner-Boyes who is responsible for ensuring that complaints are handled effectively and in accordance with this procedure. This procedure will also apply to prospective clients who we have refused to provide a service to or persistently or unreasonably offered an unwanted service to but only if the complainant has evidence to show that we did not have reasonable grounds to do so.

Investigating the complaint

- (1) We will acknowledge your complaint within seven days and record it in our central register of complaints.
- (2) We will conduct a full investigation and an independent review of the matter. Depending upon the circumstances and the nature of your complaint we may invite you to a meeting to discuss it.
- (3) We aim to respond in full within 21 days of commencing our investigation. However, if the complaint is of a more complex nature and we require more time we will let you know when you will receive a full response.
- (4) We will reply to you in writing to tell you of our views on the complaint and how we propose to resolve it, hopefully to your satisfaction – including redress if appropriate – this could include a reduction in fees if appropriate, compensation or a gesture of goodwill.
- (5) If you are dissatisfied with the outcome, or the way the complaint has been handled, you may write to Greg Gardner-Boyes who will either carry out or arrange for another partner in the firm to conduct a review of the original decision and make such further investigations as are necessary. We would aim to notify you of the outcome within 14 days of commencing such a review.
- (6) If still unresolved after further investigation and review you may take your complaint to the Legal Ombudsman. Information about the Legal Ombudsman may be found in the Terms & Conditions page of our website.