

FORMAL COMPLAINTS PROCEDURE

We are committed to maintaining the highest professional standards and providing a high quality legal service to all our clients. A complaint can show us how to do better. If something goes wrong, we want to know about it and put it right as quickly as we can.

If you want to make a complaint, please email Patricia Ling on patricia@ghsolicitors.co.uk and put COMPLAINT in the subject heading. Alternatively, you can write a letter and post it to Patricia Ling at Garden House Solicitors, 23 London Road, Hertford, Hertfordshire, SG13 7LG.

If you do need to complain, we will deal with it according to our complaints procedure, a copy of which is below.

Introduction

The aim of the formal complaints process is to resolve a problem to the satisfaction of the person making the complaint.

We aim to deal with complaints according to the following timetable.

Complaints process timetable

Action	Timescale
Acknowledge the complaint in writing and send a copy of the complaints procedure	Within seven days of receipt of complaint
Invite you to a meeting or to discuss the issues by telephone	Within seven days of receipt of complaint
Confirm the outcome of the meeting or telephone conversation and agreed course of action in writing	Within three working days of the meeting/telephone conversation
If the complaint is not resolved at the meeting/telephone discussion or such meeting is not possible, we will investigate the issues and write to you with the outcome	Within 8 weeks of receiving the formal written complaint. if the complaint is of a very complex nature or involves a vast amount of documents and we are unable to respond to you within this timeframe, we will write to you explaining why and advise you of an alternative date by which you will receive further contact from us.

Legal Ombudsman

If you do not agree with the outcome of our complaints process, you can then complain to the Legal Ombudsman. Complaints to the Legal Ombudsman must usually be made within six months of our final response to your complaint.

The address is PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333 or email enquiries@legalombudsman.org.uk.