

GARDNER ILIFF AND DOWDING
COMPLAINTS HANDLING POLICY

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.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Mr. N. Dowding, who will review your matter file and speak to the member of staff who acted for you.
3. Mr. Dowding will then write to you within 14 days of sending you the acknowledgement letter and provide you with our response to your complaint. He may also invite you to a meeting to discuss and hopefully resolve your complaint.
4. If a meeting takes place then within 3 working days of the meeting Mr Dowding will write to you to confirm what took place and any solutions he has agreed with you.
5. If after having received Mr. Dowding's response pursuant to paragraph 3 and/or 4 above you are still not satisfied, you should contact us again and we will arrange for another partner to review the matter.
6. 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.
7. If you are still not satisfied, you can contact:

Legal Ombudsman,
PO Box 6806
Wolverhampton
WV1 9WJ

About your complaint

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

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

In addition to the above if you wish to complain about our behaviour, for example, you believe we have been dishonest or discriminated against you then you have the right to complain to the Solicitors Regulation Authority which can be contacted on their website www.sra.org.uk or by post at The Cube, 199 Wharfside Street, Birmingham B1 1RN or telephone 0370/606/2555.