

JOHNSON & GAUNT SOLICITORS LTD

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 **in writing** with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five 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 director, James Walthall, who will review your matter file and speak to the member of staff who acted for you.
3. James Walthall will then write to you in detail and hopefully resolve your complaint. She will do this within 21 days.
4. If your complaint is not resolved in writing James Walthall will then invite you to a meeting within a further 14 days.
5. Within five days of the meeting James Walthall will write to confirm what took place and any solution she has agreed with you.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the directors to review the decision.
7. 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.
8. If you are still not satisfied, you can then contact the Legal Ombudsman (at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ) about your complaint. Any complaint to the Legal Ombudsman must usually be made within twelve months of the date of our final decision on your complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or email them at enquiries@legalombudsman.org.uk.
Complaints can also be made via the Legal Ombudsman's website at <http://www.legalombudsman.org.uk>

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