

## **Client feedback and complaints policy**

We are committed to providing a quality service to our clients. We value feedback from clients greatly because it helps us to continually improve our service. If you do not feel that you are receiving excellent client service, or you believe that something could be improved, please tell us about it. If we have fallen short of the high standards we have set for ourselves then we would like the opportunity to put it right.

### **What do I do if I have feedback or a complaint?**

It would be helpful if you could discuss any feedback or concerns which you have about our service or how it might be improved with the lawyer dealing with your matter. If the lawyer cannot resolve your concern informally, or if the issue is of such a serious nature that you do not feel comfortable raising it with your lawyer, then you may discuss this with our complaints partner as a complaint under this policy. Our complaints partner is Justin Emerson and his contact details are available on the firm's website at [geppsolicitors.co.uk](http://geppsolicitors.co.uk).

### **How do I raise a complaint under this policy?**

It would be helpful if you could send us an email to explain:

- why you feel dissatisfied with the service you have received;
- how you would prefer to be contacted about your complaint; and
- if there is anything in particular which you would like us to do to resolve your complaint.

If you would prefer not to email details of your complaint, please call to discuss the best way for us to gain an understanding of your concerns.

### **What happens after I have made a complaint under this policy?**

We will:

- send an acknowledgement of your complaint within 7 days of receiving it;
- log your complaint on our central complaints register;
- investigate your concerns; and
- confirm the outcome of the process.

If you remain unsatisfied after 8 weeks, we will ensure that you are reminded at that time of how to make a complaint to the Legal Ombudsman, provided that you are eligible to do so.

### **What might the outcome of my complaint be?**

We very much regret any dissatisfaction experienced by our clients. We will not hesitate to apologise to you where our service has fallen below our high standards. We may also agree that certain steps will be taken to improve the situation and to ensure that any problems experienced will not recur.

### **What if I remain unsatisfied?**

If you remain dissatisfied you may be entitled to complain to the Legal Ombudsman about our service, including our charges. This service is available to most 'consumer' clients (as opposed to large businesses). The Ombudsman would generally expect clients to follow a firm's internal complaints procedure first.

The contact details for the Legal Ombudsman are as follows:

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Telephone: 0300 555 0333 (available between 9.00am and 5.00pm)

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

Correspondence address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

If you wish to raise a complaint with the Ombudsman, you should not delay contacting them after our own complaints process has concluded. Some time limits apply. For example, normally you must raise a complaint with the Ombudsman within six months of the date of our final written response to your complaint. You should also be aware that the Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.