

Complaints

Complaints Handling Policy/Procedure

If you have experienced a problem, thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this firm. Our primary objective is to put things right.

Our complaints policy

We are committed to providing a high-quality service to our clients. This includes a commitment to putting things right when they go wrong. This policy explains how we will deal with any complaint.

Our complaints procedure

Our complaints partner is David Ratcliffe. You can contact him by post at Johns Gilbert and Frankton LLP, 3 Regent Place, Rugby, Warwickshire, CV21 2PJ. or by email at david@jgfsolicitors.co.uk. It is helpful if you put your concerns into writing, but if you would prefer not to, or if you would find it difficult to do so, he can be contacted by phone on 01788 576384.

If you have special needs which we should take into account due to language or disability, please let us know.

To explain to you how long our process might take we have included our target times for each stage of the process. Where, for any reason, it is not possible to observe any of these limits we will let you know and explain why.

Action	Timescale
Acknowledge the complaint in writing and send a copy of the complaints procedure	Within two working days
Invite you to a meeting or to discuss the issues by telephone	Within two working days
Confirm the outcome of the meeting or telephone conversation in writing	Within three working days of the meeting/telephone conversation
Investigate the issues	Within 28 days of receiving the complaint

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If a meeting/telephone discussion is not possible or required:	Within 42 days
Investigated the issues and write to you with the outcome	
Review and close the complaint	Within 8 weeks of receiving the complaint

Legal Ombudsman

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint
- and
- No more than six years from the date of act/omission; or
 - No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their [website](https://www.sra.org.uk/consumers/problems/report-solicitor/) to see how you can raise your concerns with the [Solicitors Regulation Authority](https://www.sra.org.uk/consumers/problems/report-solicitor/) (<https://www.sra.org.uk/consumers/problems/report-solicitor/>).