

## **GLP SOLICITORS (PENDLEBURY)**

### **OUR COMPLAINTS HANDLING PROCEDURE**

#### **THE BEST POSSIBLE SERVICE**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case or matter to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then you can read our full complaints procedure below. The email address for a complaint is [clientcare@glplaw.com](mailto:clientcare@glplaw.com).

Making a complaint will not affect how we handle your case.

#### **IF WE CANNOT RESOLVE YOUR COMPLAINT**

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](http://www.legalombudsman.org.uk)  
Call: 0300 555 0333, between 9am to 5pm  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Mail: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

#### **CONCERNS ABOUT BEHAVIOUR**

The Solicitors Regulation Authority, which regulates and authorises our firm to practise, can help you 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.

You can raise your concerns with the Solicitors Regulation Authority, a form for which is available on their website.

##### **Contact details:**

Visit: [www.sra.org.uk](http://www.sra.org.uk)  
Call: 0370 606 2555, weekdays 08.00 to 18.00 (Tuesday 09.30 to 18.00)  
Email: [report@sra.org.uk](mailto:report@sra.org.uk)  
Mail: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN

#### **SRA REFERENCE NUMBER**

The SRA reference number for GLP Solicitors (Pendlebury) is 073881.

**Our complaints policy**

GLP Solicitors is committed to providing a high-quality legal service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards, not just for you, but for all our clients.

**Our complaints procedure**

If you have a complaint about our service or a bill that we have issued to you, or both, please contact us with the details.

The client care partner is Graham Leigh to whom correspondence should be addressed to the office noted below. His contact details are Tel: 0161 764 1818 / Email: [clientcare@glplaw.com](mailto:clientcare@glplaw.com).

**What will happen next?**

- 1) We will send you a letter acknowledging receipt of your complaint within 3 working days of us receiving the complaint, enclosing a copy of this procedure. At this time, we will record your complaint in our central register and open a separate file for your complaint.
- 2) We will then investigate your complaint. This will normally involve your complaint being dealt with by our client care partner, who will review your file and speak to the partner or member of staff who acted for you.
- 3) Our client care partner will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.
- 4) Within 14 days of the meeting, we will write to you to confirm what transpired and any solutions that have been agreed with you.
- 5) If you prefer not to meet or it is not possible or convenient for you to do so, the client care partner will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.
- 6) At this stage, if you are still not satisfied, please contact us again and we will arrange for another partner or someone unconnected with the matter, someone from another GLP Solicitors practice or other local solicitor or mediator 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 we have to change any of the timescales above, we will let you know and explain why.
- 9) If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ about your complaint (Tel: 0300 555 0333 or 0121 245 3050, email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or refer to the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)).
- 10) There are time limits within which complaints should be made to the Legal Ombudsman:

Generally speaking, your complaint should be made to the Ombudsman (1) no later than 6 years from when the problem occurred or 3 years from when you should reasonably have become aware of the problem. Additionally, (2) you must make your complaint to the Ombudsman within 6 months of receiving a final response from us, following the initial complaint you have processed.

Normally, your complaint needs to fall inside both rules if the Ombudsman is going to investigate it.