

## Complaints Handling Procedure

GloverPriest Solicitors Limited is committed to providing a high-quality service to all our clients. We take very seriously all expressions of dissatisfaction from our clients.

### Reporting & Investigation Responsibilities

Complaints should be addressed to the person handling your matter in the first instance. They are happy to receive this information in writing or by telephone, whichever is most convenient for you. If you are setting out your concerns in writing, where possible, can you please do so by email.

In most cases where a client is unhappy, a telephone call with the person handling the matter can help to ease any concerns. We would therefore encourage you to speak with the staff member where possible.

We will acknowledge your complaint within 7 working days from receipt, at which time we will confirm the name of the person who will be corresponding with you at this stage.

You will then receive a full response to your complaint within 21 working days. If you would prefer to discuss the matter at a meeting, you should indicate as much and a meeting will be arranged. If you wish, you may bring a friend or family member with you.

### Formal Investigation

If you are unhappy with the response you have received, you can then refer your complaint to our Practice Manager, Emma Pulford. At this stage, Emma will contact you within 7 working days to discuss your complaint.

If she feels further investigation is required, your file will be requested from the relevant staff member for investigation. Once Emma has concluded her initial investigation, she will write to you to set out her findings and give you the opportunity to respond. In non-complex matters, we anticipate the initial investigation will be concluded within 14 working days. Please note whilst we will endeavour to provide our response within 21 days, this may take up to eight weeks to finalise.

You can contact Emma Pulford at any time during her investigation by emailing [emma.pulford@gloverpriest.com](mailto:emma.pulford@gloverpriest.com) or by calling 01933 276147. You can also write to her at 32a Sheep Street Wellingborough Northamptonshire NN8 1BS.

### Escalation

You must always try complaining to us first. In most cases you will not be able to take your complaint further without allowing us the opportunity to put things right.

### *Legal Ombudsman*

We are permitted a minimum of eight weeks to consider the complaint. If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.

The Legal 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 realizing there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman will not accept complaints where the act or date of awareness was before 6 October 2010.

For further information, please contact the Legal Ombudsman on 0300 555 0333 or visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). The Legal Ombudsman may be contacted at PO Box 6167, Slough SL1 0EH.

#### *Solicitors Regulation Authority*

If you think a solicitor might be dishonest or you have concerns about their ethics or integrity, you also have the right to notify our regulator, the Solicitors Regulation Authority (SRA). There are no time limits for making a report but there are limits on what the SRA will consider. Please note that the SRA is not able to deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman). For further information about the SRA's role, please contact the SRA or visit: <https://www.sra.org.uk/consumers/problems/report-solicitor.page#report>