



## 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 fully 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, Laura Jennings. At this stage, Laura 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 Laura has concluded her initial investigation, she will write to you to set out her finding and give you the opportunity to respond. In non-complex matters, we anticipate the initial investigation will be concluded within 14 working days.

You can contact Laura Jennings at any time during her investigation by emailing [laura.jennings@gloverpriest.com](mailto:laura.jennings@gloverpriest.com) or by calling 01384 3756498. You can also write to her at The Old Court Building Stourbridge, DY8 1QL.

### 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 for any reason we are unable to resolve the problem between us within that timeframe, then you may ask the Legal Ombudsman to consider the complaint.



You are free to refer any complaint about our work, fees or level of service but there are some conditions and time limits. Please be aware that any complaint to the Legal Ombudsman must usually be made within six months of you having received a final written response from us about your complaint. Complaints to the Legal Ombudsman must usually be made within six years of the act or omission about which you are complaining occurring; or within three years from when you should have known about or become aware that there were grounds for complaint. 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 6806, Wolverhampton WV1 9WJ.

#### *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>