

# GARDNER THORPE

## **COMPLAINTS PROCEDURE**

### **Our complaints policy**

Gardner Thorpe are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

### **Our complaints procedure**

If you have a complaint, please contact Steven Thorpe, our Client Care Partner. You can write to him at Gardner Thorpe Golden Square Petworth GU28 0AP. If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why.

### **What will happen next?**

1. Within seven days we will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.
3. If appropriate we will then invite you to meet Steven Thorpe to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, I will write fully to you setting out my views on the situation and any redress that we would feel to be appropriate.
4. Within seven days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision
6. We will let you know the result of the review within seven days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary.

7. If you are still not satisfied at the end of this process you have 6 months to raise this issue with the Legal Ombudsman.

The address is as follows:

PO Box 6806  
Wolverhampton  
WV1 9WJ

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

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.

8. The Solicitors Regulation Authority could help you if you think a solicitor might be dishonest or you have concerns about their behaviour.

Examples include:

Shutting down their law firm without telling you.

Dishonesty or deliberately overcharging you.

Taking or losing your money.

Treating you unfairly because of your age, a disability or other characteristic.

<https://www.sra.org.uk/consumers/problems/report-solicitor/>