

GA SOLICITORS COMPLAINTS – POLICY AND PROCEDURE

Our complaints policy

We 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. If you have a complaint, please contact David Wallis at 25 Lockyer Street Plymouth PL1 2QW Tel: 01752 203500 email: David.Wallis@GAsolicitors.com.

We would like to reassure you that there is no charge for investigating your complaint and making a complaint should not mean that your legal matter is delayed whilst your complaint is investigated.

Ordinarily we will only accept complaints about work done after 5 October 2010 and never later than six years from the date of act/omission complained of, or three years from when you should have known about the complaint. You should bring your complaint to us as quickly as possible so that we can investigate it properly.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure if you have not already received it.
2. A face to face meeting to discuss and hopefully resolve your complaint may then be appropriate.
3. Within 3 working days of any such meeting, we will write to you to confirm what took place and any solutions agreed with you.
4. If you do not want a meeting or we decide it is not possible or appropriate, we will send you a written response to your complaint, including suggestions for resolving it, within 30 working days of receipt of your complaint.

5. At this stage, if you are still not satisfied, you should contact us again to request a review of the decision. If we decide this is not appropriate, we will write to you with our reasons.
6. If a review is appropriate, we will write to you within 30 working days of receiving your request for a review confirming our final position on your complaint and explaining our reasons.
7. If we have to change any of the timescales above, we will let you know and explain why.
8. If you are still not satisfied, you can complain the Legal Ombudsman (LeO). You have up to six months from our final response to your complaint to bring a complaint to LeO. LeO's contact details are:-

The Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
0300 555 0333
enquiries@legalombudsman.org.uk