

Complaints Handling Procedure

Our complaints handling policy

Gellhorns is 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 handling procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. Our registered address is 12 Chalet Hill, Bordon, Hampshire GU35 0TQ.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of your raising your concerns, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Mr Tim Rose, who will review your matter file and speak to the member of staff who acted for you.
3. Mr Tim Rose will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mr Tim Rose will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Tim Rose will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review

your comments. Depending on the matter we may at this stage arrange for another partner 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.

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 have the right to complain to the Legal Ombudsman at:-

Office of the Legal Services Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ ; enquiries@legalombudsman.org.uk or by telephone 0300 555 033.

Any complaint to the Legal Ombudsman must usually be made within six months of you receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.

9. If you have concerns about a Solicitors behaviour, believe they are in breach of the SRA rules or you have been the victim of dishonesty, or a solicitors firm has been shut down without letting you know, then you have the right to complain to our regulatory body the Solicitors Regulation Authority (SRA) at www.sra.org.uk