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| **H.F.T. GOUGH & CO.** SOLICITORS AND COMMISSIONERS FOR OATHS   38/42 LOWTHER STREET TEL : 01946 692461  WHITEHAVEN FAX : 01946 692015  CUMBRIA CA28 7JU E-MAIL : admin@goughs-solicitors.com | Whitehaven Cumbria |
| COMPLAINTS PROCEDURE | |
| **Our complaints policy** H.F.T.Gough & Co 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 and our service to you. **Client Complaints definition**  ‘any negative feedback from a Client in relation to services provided, advice given, time taken, fees charged and the quality and standard of work’ Complaints Procedure If you have not been able to resolve your problem with the person dealing with your matter, please contact our Practice Manager with the details, either verbally or in writing if you prefer.  ***What will happen next?***   1. We shall send you a letter acknowledging your complaint; we may need to ask you at this point to clarify, confirm or explain some of the details given. In this letter, we shall let you know the name of the person who will be dealing with your complaint. You can expect to receive this letter within two days of our receiving your complaint. 2. We shall record your complaint in our central register and open a separate file for your complaint. 3. If, in our acknowledgement letter, we have asked for any clarification, on receipt of this, we shall write to you and explain what will happen next. We shall do this by return of post. 4. We shall then start to investigate your complaint. This will normally involve the following steps:-    1. We shall pass your complaint to the Departmental Director;    2. He/she will ask the member of the firm who acted for you to reply to him/her about your complaint within 5 days; | * 1. He/she will then examine the reply and the information in your file, and, if necessary, may also speak to the member of the firm concerned. This may take a few days.   2. The Departmental Director will then invite you to a meeting to discuss and we hope resolve your complaint.   3. Within two days of the meeting the Departmental Director will write to you to confirm what took place and any resolution agreed with you.   4. If you do not want a meeting, or it is not possible, the Departmental Director will send a detailed reply to your complaint. This will include suggestions for resolving the matter.   5. At this stage, if you are still not satisfied you should contact the Practice Manager, Who will refer the matter to the Client Care Director. The Client Care Director of the firm will review the decision within ten days. If he thinks it appropriate or you request it, he will arrange to meet you to discuss the issues.   6. We shall let you know the result of the review within five days of the end of the review. At this time we shall write to you confirming our final position on your complaint and explaining our reasons. We shall also give you the name and address of the Office for the Legal Services Ombudsman. If you are still not satisfied, you can contact that office about your complaint.   ***If we have to change any of the timescales above, we shall write to you and let you know.*** |