



## Gilroy Steel Solicitors Limited Complaints Procedure

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

If you have a complaint, please raise the problem with the person responsible for your matter, or if you prefer, their line manager.

What will happen next?

1. We will acknowledge receipt of your complaint in writing within three days of receiving it.
2. We will then investigate your complaint.
3. In each case the case handler will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 35 working days (save any extenuating circumstances) of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our Complaints Director to review the decision.
5. We will write to you within 35 working days (save any extenuating circumstances) of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If we have to change any of these timescales we will let you know and explain why.
7. If you are still not satisfied, you can contact the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.
8. If a complaint cannot be resolved you may also be able to ask for it to be referred to a process of alternative dispute resolution using a certified provider. We are not required to agree to such a request. In any case this is not available to businesses, only consumers. We will give you more information about that right if it becomes relevant.